# MADISON METROPOLITAN SCHOOL DISTRICT
# EMPLOYMENT OPPORTUNITIES

**Apply to: Human Resources, Room 133, 545 W. Dayton St.
Madison, WI 53703 (608) 663-1865 Phone (608) 204-0346 Fax**
**http://hrweb.madison.k12.wi.us/jobs**

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## OPEN TO INTERNAL/EXTERNAL APPLICANTS

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| **TITLE:** Micro Computing Technician - 12 month | **DATE POSTED:** July 13, 2012 |
| **HOURS PER WEEK:** 38.75 | **HOURS OF WORK:** 7:45 a.m. to 4:15 p.m. |
| **WORK LOCATION:** Doyle | **SALARY GRADE:** 5 |
| **NORMAL HOURLY STARTING PAY RATE:** $18.48 | **UNION REPRESENTED:** Yes |
| **YEARS TO REACH MAXIMUM RATE OF PAY:** 3 years 6 month | **DEADLINE TO APPLY: INTERNAL:** 07/18/2012 |
| | **EXTERNAL:** 07/27/2012 |

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**GENERAL RESPONSIBILITIES:** Under the supervision of a Micro-Tech Supervisor, and working with other technical staff, trouble-shoot end-user software and hardware problems within a network environment for Windows users of Microsoft Suite applications. Provide on-site assistance for MMSD schools. Work with other technical staff and school computer contacts to determine individual school computer hardware and software maintenance needs. Work includes setup, problem-solving, and operation of computer servers and desktop systems.

**EXAMPLES OF DUTIES:**
1) Assist staff with hardware/software problems.
2) Replace defective equipment as requested in a timely manner to ensure continued end user productivity.
3) Assist in updating documentation of the LAN and desktop configurations.
4) Maintain communication with end-users during equipment failures.
5) Determine the need for mobilizing other technical staff resources to solve problems.
6) Assist end-users in the appropriate use of computer systems & applications.
7) Record work in electronic work order & problem tracking database.
8) Work with other Help Desk staff to resolve application, configuration & operating system problems.
9) Attend training sessions and continue professional development relevant to personal professional development plan.
10) Perform Help Desk duty as needed.
11) Image computers.

**DESIRED KNOWLEDGE, SKILLS & ABILITIES:**
1) Excellent verbal & written communication skills.
2) Knowledge of Intel-based, desktop computers.
3) Knowledge of Windows-based applications.
4) Knowledge of Microsoft Office Suite applications (Word & Excel).
5) 1:1 and small group end-user software training skills.
6) Knowledge of Novell and MS networks.
7) Knowledge of Web development software.
8) Demonstrated ability to work in a team environment.
9) Demonstrated ability to work with a wide variety of people.
10) Demonstrated ability to proficiently trouble shoot micro-computing hardware, software and networks.
11) Demonstrated ability to work independently and manage a variety of projects concurrently.
12) Experience working cross-culturally and or commitment to work toward improving one's own cultural competence, i.e., valuing difference/diversity, recognizing personal limitations in one's skills and expertise, and having the desire to learn in these areas.

**MINIMUM QUALIFICATIONS:**
1) Associate degree in Micro computing technology or related field, or a Bachelor's degree.
2) One year successful work experience in training and supporting users of PC, and/or network hardware and software.
3) Valid driver's license and provision of own transportation among schools.
4) Experience performing on-site field hardware upgrades, technical trouble-shooting and software installation.

**APPLICATION PROCEDURE:**  All applications, including applications for transfer, promotion or demotion and experience inventory must be on file in the **Department of Human Resources** no later than 4:15 p.m. on **the deadline date**.  This position is covered by the provisions of the Supportive Educational Employees Collective Bargaining Unit.
Pursuant to the terms of the applicable Labor Agreement, if any qualified internal union represented candidates apply, external candidates will not be considered.

**SELECTION PROCESS:**  All completed applications on file in the **Department of Human Resources** as of the due date will be evaluated.  Applicants may also be required to satisfactorily complete a written examination or skills test.  The most qualified applicant(s) will be referred to the hiring authority for an interview.