

# Leon County Public Schools Classification Specification

Salary Grade 29

## Summary Information:

**Classification Title:** Software Support Technician

**Date Prepared:** 04/2003

**FLSA Status:** Non-Exempt

## Typical Decisions and Recommendations Provided to Others:

This position requires the regular exercise of independent discretion and judgment within defined policy parameters in area of specialty. Work follows specific procedures, however the incumbent may determine priorities, organize own work and occasionally make exceptions to procedures.

## Activity Identification

### Activity Name

633	System Trouble Shooting	Work to resolve various system errors or failures. Involves identifying system problems and implementing corrective actions. Problems addressed include hardware, software, and procedure.
642	Telecommunication Systems Trouble Shooting	Work with users to resolve telecommunication system errors or failures. Involves identifying problems and implementing corrective actions. Problems addressed include hardware, software, and procedure.
656	Assistance to Users - Student Services	Work with users of student (i.e., educational) services applications to implement systems. Answer questions on an ongoing basis.
657	Assistance to Users - Business Services	Work with users of business services applications to implement systems. Answer questions on an ongoing basis.
077	Technical Assistance	Provide consultation and assistance regarding specific matters within identified area of expertise.
634	Maintenance - Personal Computers	Schedule or arrange for maintenance of personal computers.
648	Microcomputer Assistance	Assist users in defining microcomputer needs and selecting hardware and software.
649	Data Processing Training	Train users in the operation of new or modified systems and programs.
646	Data Inquiry/Access	Use computer terminals to access data.
999	Assigned Duties	Perform other duties as assigned.

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### General Classification Specification Factors:

**Education/Experience:**

A.A. Degree with major course work in computer science or management information systems with no related experience required; or Vocational training (720 hours) from a vocational-technical school or accredited community college in an area of data processing (excluding computer operations and data entry) with one year related experience; or High School Diploma or equivalent with two years appropriate related experience.

**Supervisory Responsibility:**

Yes

**Type of Supervision:**

Supervision is typically part-time with respect to instructing, assigning, and checking the work of others. Most time is typically spent performing the same work as members of the group. There is little or no responsibility for controlling costs and enhancing methods for performing work activity.

Effective Date:

7/1/2003