

**ORANGE COUNTY SCHOOL DISTRICT
CLASS DESCRIPTION**

POSITION TITLE: GENERAL TECHNICAL SUPPORT

GENERAL DESCRIPTION OF DUTIES

Under general supervision, the purpose of this position is to perform district-based or school-based duties associated with providing administrative and general assistance with word processing, desktop publishing needs, and record maintenance. Employees in this classification function at an assistant level capacity. May write correspondence, create reports and provide less complex technical work related to their functional area. Performs related work as directed.

SPECIFIC DUTIES AND RESPONSIBILITIES

EXAMPLES OF ESSENTIAL FUNCTIONS

Responds to internal and external customers in a timely, accurate, courteous and empathetic manner representing OCPS in a positive light.

Creates, edits, and calculates graphs and charts from statistical reports for presentations.

Scans in images to create pictures to accompany text in handbooks and presentations; scans in maps, diagrams, and drawings for handbooks and presentations.

Prepares layout and design of handbooks, manuals, newsletters, brochures, certificates, and other complex documents as required.

Types, edits, and transcribes letters and memos; types, edits, and transcribes dictation.

Prepares documents in accordance with district transportation policies and procedures, as well as state rules and regulations.

Attends meetings and training classes.

Prioritizes incoming workload to meet required deadlines.

Serves as a technical resource to department personnel; may include instructing personnel in the use of computer programs and software.

Budgets, tracks, and researches workload statistics; prepares statistical reports for analysis.

Maintains a filing system for hard copies of all documents.

Inventories paper, office equipment, and office supplies; orders additional equipment as needed.

Reports hardware and software needs and/or problems; researches and makes recommendations for upgrades on computer equipment and software.

Answers the telephone; takes messages; receives and provides information in connection to projects and research.

Operates a computer to enter, retrieve, review, or modify data; utilizes word processing, database, and software programs.

GENERAL TECHNICAL SUPPORT

Operates a variety of machinery, equipment, and tools associated with department activities, which may include a typewriter, adding machine, or fax.

Responsible for keeping up to date on current technology, as job appropriate, being used by OCPS. With the support of the district, attends training to ensure skill level in various technologies is at the level required to perform in current position.

Responsible for timely and accurate information they maintain as part of their job responsibilities.

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

MARGINAL FUNCTIONS

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

Performs related duties as directed.

MINIMUM TRAINING AND EXPERIENCE

High school diploma or GED; supplemented by up to six months previous experience and/or training involving computer applications, or any equivalent combination of related education, training and experience which provides the required knowledge, skills and abilities to perform the essential job functions.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to compile, assemble, copy, record and/or transcribe data and/or information according to a prescribed schema or plan. Includes judging whether readily observable functional, structural or compositional characteristics are similar to or divergent from prescribed standards, procedures or routines.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others on how to apply procedures and standards to specific situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference and descriptive data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; ability to calculate decimals and percentages; may require ability to utilize principles of fractions and/or interpret graphs.

Functional Reasoning: Requires ability to carry out instructions furnished in written, oral, or diagrammatic form. Involves semi-routine standardized work with some latitude for independent judgment concerning choices of action.

Situational Reasoning: Requires the ability to exercise the judgment, decisiveness and creativity in situations involving a variety of generally pre-defined duties which are often characterized by frequent change.

ADA COMPLIANCE

Physical Ability: Tasks involve the ability to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

GENERAL TECHNICAL SUPPORT

Sensory Requirements: Some tasks require visual perception and discrimination. Some tasks require oral communications ability. Some tasks require the ability to perceive and discriminate sounds.

Environmental Factors: Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, animals/wildlife, toxic/poisonous agents, violence, disease, or pathogenic substances.

The Orange County School District will provide reasonable accommodations to qualified individuals with disabilities to allow them to perform the essential functions of the job when such individuals request an accommodation.