

Date: January 28, 2009
From: Human Resources
Subject: Vacancy—Job #817525903 (226 Days)
Data Technician IV (Two Positions)
Technical Assistance Center

QUALIFICATIONS

- Accredited High School diploma or (U.S.A. equivalency) with five years of data entry experience in an organization specializing in customer support; data entry experience in a field of technology preferred
- Experience with Chancery student Management System Support
- Task oriented self-starter with the ability to perform with a high degree of accuracy
- Ability to learn the basic technical aspects of microcomputer usage, networking and data commutations
- Ability and willingness to maintain accurate records
- Proficiency in providing high levels of customer service

BASIC FUNCTIONS

- Assist in recording and monitoring service levels, following services request to completion, and keeping the customer posted on progress and completion status
- Assist departmental management in identifying hardware, networking and software problems experienced by customers
- Assist in the maintenance of equipment inventory and service history records
- Organize and maintain a filing system of computerized and non-computerized department files
- Assist with telephone duties daily
- Work with other Technical Assistance Center staff to resolve customer technical problems
- Work with Chancery Student Management System
- Attends scheduled department workshops
- Performs all other tasks and duties as assigned

Minimum
\$30,301

Midpoint
\$39,408

Maximum
\$51,355

Selected individuals for Dallas Independent School District positions will be placed according to compensation guidelines. A campus-based employee may not assume a new position for which he/she was selected based upon the posting process until the end of the current semester, unless approved by the executive director – Human Resources.

Email resume and letter of interest specifying particular position to:

centralresumes@dallasisd.org WORD FORMAT ONLY

Application Deadline: February 11, 2010 by 4:30 p.m.

A security check and disclosure of family relationship information is required for all positions.
No telephone calls please.

EQUAL OPPORTUNITY EMPLOYER M/F/H