

JOB DESCRIPTION

POSITION TITLE: Technician I, Field Services	JOB CODE: 446L
DIVISION: Technology Services	SALARY SCHEDULE: Technology Services
DEPARTMENT: Field Services	WORKDAYS: 238
REPORTS TO: Team Lead, Field Services	PAY GRADE: Rank L (NT12)
FLSA: Exempt	PAY FREQUENCY: Monthly
<p>PRIMARY FUNCTION: Responsible for the successful completion of tasks and deliverables established within the Field Services Organization (FSO); configures (includes the addition of network application objects and making OS changes to workstations), and installs software for IT users' desktops and laptops; involved in the installation and rollout of upgraded hardware (laptops, desktops, etc.) and approved district software applications. Maintains all district software and hardware; supports the district's mobile workforce; provides tier 2 support to IT users for basic software and hardware of end user computing and desktop based LAN systems; troubleshoots problems using analysis, scripts and checklists as guides; escalates to tier 3 support when necessary; documents problems and resolutions. May perform end-user training; participates in the analysis, testing and evaluation of new software applications and implements prototypes. Demonstrates and delivers strong customer service to district end users.</p>	

REQUIREMENTS:

1.	Educational Level: Associate degree in computer science, information systems, or other related field, or equivalent work experience
2.	Certification/License Required: A+ and/or Network + certification preferred
3.	Experience: 3 years of experience in supporting desktop software and hardware products and problem solving / troubleshooting
4.	Physical Activities: Routine physical activities that are required to fulfill job responsibilities
5.	Knowledge, Skills, & Abilities: Written and oral communication

The Board of Education and the Superintendent may accept alternatives to some of the above requirements.

ESSENTIAL DUTIES:

1.	Demonstrates prompt and regular attendance.
2.	Receives, logs, monitors, and processes support tickets in help desk application software within approved guidelines and timelines.
3.	Uses sound judgment to determine if modifications to network and desktop policies are warranted.
4.	Creates application objects as needed and makes network and desktop OS modifications based on analysis and judgment of end-user requests.
5.	Uses systems analysis to perform troubleshooting for operating system, network connectivity, standard and proprietary applications.
6.	Conducts basic troubleshooting including systems analysis techniques for resolving calls related to user accounts, full range of MS Office Suite Applications and other approved software applications used in the school district.
7.	Performs network and desktop-based detection of viruses to detect, contain, and/or eliminate outbreaks.
8.	Provides limited one-on-one desk side training for customers requiring assistance on standard software applications and/or IT equipment.
9.	Provides general technical support for all dial-in/remote access systems.
10.	Uses sound judgment to ensure technical safeguards are maintained to provide controlled user access; integrity of electronic mail, applications, and user data.
11.	Provides constructive feedback and commitment to continuous improvement.

12.	Provides support and consultative services to the end-user community in response to service requests from the Customer Care Center (CCC).
13.	Performs other duties as assigned by appropriate administrator.

Signature of Employee _____ Date _____

Signature of Supervisor _____ Date _____