



REVISED:  
07/01/2016

JOB TITLE:	FIELD TECHNICIAN
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	IB, GRADE 12
WORK YEAR:	260 DAYS
FLSA STATUS:	NON-EXEMPT
JOB CLASS CODE:	8380
BARGAINING UNIT:	CLAE

**SCOPE OF RESPONSIBILITIES**

Provides installation, troubleshooting, and maintenance service of district technology including, but no limited to, voice and data equipment, computing equipment, business machines, electronic and audio visual equipment, network and other district technology equipment. Continually communicates with business owners, school technology coordinators and district staff regarding technology repair processes, and provides technical support to district staff. Effectively tracks and annotated work performed according to policies, procedures and performance standards mandated by management.

**PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA**

Effectively, professional and respectfully represents Information Technology to other teams ad business owners, works cooperatively with peers and superiors to cross train, and to deliver excellent customer service

Researches, gathers and shares knowledge to develop better processes and creative solutions that improve technical support and streamline technology support operations on a continual basis

Installs, maintains, upgrades/updates and repairs computing equipment, legacy /VoIP telephones, business machines, networking and wireless equipment, electronic equipment associated with access contrail, interactive and other audio visual classroom equipment and all associated peripherals

Assists the networking team with installation, upgrade, and maintenance of all networking peripherals including but not limited to cabling, ports, switches, patch panels and wireless access points and uses appropriate tools when provided

Provides support for the district's Information Technology products and services, including answering questions, interpreting schematics, troubleshooting problems, teaching or instructing customer regarding software or hardware functionality, and in communicating policies and best practices

Provides assistance and guidance on new technology purchased with KETS funding throughout district, as well as assists School Technology Coordinator and other stake holders with annual site inventory

Effectively and routinely communicates with district staff and end users on district technology

Continually adheres to and follows change management protocols, policies, procedures and performance standards mandated by management. Maintains accurate and well-organized inventory in fleet vehicle and keeps vehicle clean at all times.

Preforms proper sanitation and disposal of technology equipment per district policy and procedures and provides preventative maintenance, corrective repair services and verifies all of the work performed for accuracy and proper operation

Completes assigned task tickets in a timely manner, and effectively utilizes the ticketing system platform as required by management

Stays current on certification(s) by successfully completing updates certification

Works closely with the management and other team leadership to support infrastructure related tasks, including, but not limited to , scripting virtual desktop infrastructure, data forensics, VoIP and other Active Directory related tasks

Performs other duties as assigned by supervisor

### PHYSICAL DEMANDS

The work is performed while standing or walking. The work requires the use of hands for simple grasping, pushing and pulling of arm controls, and fine manipulations. The work requires the use of feet for repetitive movements. The work at times requires bending, squatting, crawling, climbing, reaching, with the ability to lift, carry, push or pull light weights. The work requires activities involving being around moving machinery, exposure to marked changes in temperature and humidity, driving automotive equipment, and exposure to dust, fumes and gases.

### MINIMUM QUALIFICATIONS

Associate's degree in electronics or related field and /or four (4) years of experience in computer or electronic equipment repair, or related field

In-depth knowledge of computing equipment, electronic equipment and networking hardware, as well as all Microsoft Operating Systems and Microsoft Office products

Excellent written and oral communication skills coupled with strong understanding of TCP/IP and network architecture and ability to effectively troubleshoot network related issues

Must be able to work with and independently of others with and without supervision

A current, relevant and industry-recognized certification, or the ability to successfully complete department-designated and department-paid certifications(s) within twelve (12) months of hire

Valid driver's license

### DESIRABLE QUALIFICATIONS

Bachelor's degree

Hardware manufacturer certification

Project management experience