



NEW: Submitted:
07/17/2019 07/16/2019

JOB TITLE:	TECHNICIAN FIELD NUTRITION SERVICES
DIVISION	OPERATIONS
SALARY SCHEDULE/GRADE:	IB, GRADE 12
WORK YEAR:	AS APPROVED BY THE BOARD
FLSA STATUS:	NON-EXEMPT
JOB CLASS CODE:	8380
BARGAINING UNIT:	CLAE

SCOPE OF RESPONSIBILITIES

Provides installation, troubleshooting, and maintenance service for School and Community Nutrition Services technology including, but not limited to, voice and data equipment, computing equipment, business machines, electronic and audio visual equipment, network, food production, manufacturing and warehousing equipment, 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 annotates work performed according to policies, procedures and performance standards mandated by management.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Represents Nutrition Services to other teams and business owners, effectively, professionally and respectfully; 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 Nutrition Services 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 Nutrition 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 Nutrition Services 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 that promote information security and child nutrition program compliance

Provides assistance and guidance on new technology purchased with federal funding throughout District, as well as maintains site inventory

Communicates effectively and routinely with District staff and end users on District Nutrition Services technology

Follows change management protocols, policies, procedures and performance standards and maintains accurate and well-organized inventory in fleet vehicle and keeps vehicle clean at all times

Performs 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 tasks 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

Completes all training and other compliance requirements as assigned and by the designated deadline and stays current with certification(s) which may include out of town travel

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 maintaining and supporting food service technology and systems

In-depth knowledge of hardware and software troubleshooting with hands-on servicing of technology systems found in K-12 organizations and/or food service industry

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

Experience in a diverse workplace