



REVISED:
07/01/2016

JOB TITLE:	FIELD SERVICES ENGINEER
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II/GRADE 8
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8597
BARGAINING UNIT:	CLAP

SCOPE OF RESPONSIBILITIES

Supervises the Supervisor Technology Services, and assists the Information Technology group in the daily field service operations, including handling multiple hands-on projects. Acts as a direct liaison between various district technology departments, and directs the activities of the Supervisor Technology Services, and field technology services staff to ensure that end users are receiving service in a timely and efficient manner. Assists with development of processes, procedures, and policies that apply to technician standards and work standards. Serves as the direct contact for any escalation of complaints or issues involving field technicians, district staff, and state vendors. Continually maintains a professional working relationship with state approved vendors.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Directs and manages the Supervisor Technology Services, and mentors Field Technicians with respect to their work and day-to-day progress of assigned projects, as well as providing technical assistance as needed, by being on call 24x7

Liaises directly with the district Information Technology staff, CES, and other technology departments throughout district

Provides assistance with, and maintains the development of processes, procedures, and policies that apply to technician and work standards. Defines, designs, implements, and creates reports and statistics that measure work output and efficiency of Field Technicians. Guides field support staff in fulfilling their job requirements and achieving required certifications

Assists with surplus property allocation and donation from, and to, the district. Insures upkeep of equipment inventory and general cleanliness of fleet vehicles

Maintains professional working relationship between technology vendors who support Jefferson County Public Schools, and attends vendor showcases and presentations on new technology, when permissible and applicable

Assists other Information Technology managers in executing multiple hands-on projects including but not limited to, hardware and software upgrades or updates, interpreting schematics, estimating IT project costs, wireless access point installations, network infrastructure maintenance, access control & surveillance, and surplus allocation. Utilizes effective time management, planning and people skills to liaise with district personnel, customers, management, and other team members to insure timely completion of projects, and to provide timely status updates

Effectively handles escalation of any complaint or issue involving field technicians, district staff, and state vendors, and acts as a direct liaison between management, and maintains a working relationship with shop Union representative

Assists the Information Technology department in creating, maintaining, submitting, and following up on warranty repair cases assigned to technology vendors, and stays current on certifications by successfully completing updated certification exams

Assists management in planning, organizing, and scheduling training, and in the selection of technology for the district as well as designing and implementing lean, effective, and efficient technology field service operations

Performs other duties as assigned by supervisor

PHYSICAL DEMANDS

The work is performed while standing, walking and sitting. The work at times is sedentary. It routinely involves using computer software to assist with daily work. The work at times requires bending, squatting, crawling, climbing, reaching, with the ability to lift, carry, push or pull heavy weights. The work involves being exposed to marked changes in temperature and humidity, driving automotive equipment and exposure to dust, fumes, and gases.

MINIMUM QUALIFICATIONS

Bachelor's Degree and/or five (5) years of directly related experience

At least one (1) year of proven experience managing a team of enterprise technology field support staff

Valid driver's license

Solid project management skills along with strong written and oral communication skills

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

Effective communication skills

DESIRABLE QUALIFICATIONS

Master's Degree

Desktop and server virtualization experience, electronic and networked equipment support experience