



Job Title: IT Field Support Technician  
Job Family: IT  
Pay Program: Classified  
Job Code:  
Typical Work Year: 12 Month Position  
Reports to: Technology Director

**SUMMARY:** Provide on demand assistance and support for technology users in the district. You will be required to support education professionals, students and staff. The support will include but is not limited to gathering information needed for troubleshooting, utilizing problem solving skills to find a solution, implementation of fixes, and proper documentation and communication to the client. The Technician is required to work with a self-directed and service oriented attitude. The Technician will be able to execute small projects on his/her own and work with Director of Technology in planning and executing larger projects.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Provide Help Desk support and ticket creation throughout the district.
- Offer technical support on-site or via phone or email.
- Install, repair, and maintain various workstation hardware and software.
- Install, repair, and maintain computer peripherals.
- Install, repair, and maintain all other devices such as iPads, tablets, etc.
- Install and maintain network printers.
- Through the use of the MDM (JAMF Casper) and other deployment services the Technician will image workstations, create policies to update and manage workstations, and create policies/scripts to secure workstations.
- Create clear and concise written documentation.
- Follow directions/instructions and effectively interact with co-workers and supervisors.
- Attend work regularly and on time.
- Responsible for being aware of and contributing to the maintenance and implementation of all District's safety policies and procedures.
- Assists in the assembly and deployment of new equipment as needed.
- Assists with building cabling projects as requested.
- Assume other duties and responsibilities as assigned.
- Maintains an inventory of hardware and software within the district related to job responsibilities.
- Provides information to the Director of Technology on all matters of relevance.

Job Tasks Descriptions	Frequency	% of time
1. Troubleshoot issues with district workstations, peripherals and printers.	Daily	30%
2. Monitor, implement, upgrade and maintain district workstations, peripherals, and printers. This includes all 1to1 devices, staff devices, or any other classroom or office devices owned by the district. This also includes software installed on devices including Antivirus/Anti-Malware.	Daily	30%
3. Use MDM (JAMF Casper Suite) to monitor, image and create policies to effectively manage Mac OS X workstations that are district owned.	Daily as needed	20%
4. Assist with planning, installing, and the implementation of District technology projects.	Daily	10%
5. Perform other duties as assigned.	Ongoing	10%

**EDUCATION AND RELATED WORK EXPERIENCE:**

- High school diploma or equivalent.
- Two years technical training or greater in a related area.
- Experiences in installation, repair and maintenance of PC’s and Macintosh computers.
- Experience in the installation and maintenance of various Microsoft Windows and Macintosh operating systems.
- Experience with MDM solution such as JAMF Casper Suite.

**LICENSES, REGISTRATIONS OR CERTIFICATIONS:**

- CompTIA A+ highly desirable.
- Valid driver’s license required.
- Apple Certifications highly desirable.

**TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:**

- Possess effective oral and written communication skills.
- Ability to relate successfully with students, staff, administrators and vendors.
- Ability to build and maintain relationships with colleagues that supports a cooperative work environment.
- Ability to work effectively with a wide range of constituencies in a diverse community.
- Ability to handle diversity in an objective manner.
- Ability to work independently.
- Strong working knowledge of PC and Macintosh hardware and operating systems.
- Strong working knowledge of Windows Servers and Clients.
- Strong working knowledge of OS X Servers and Clients.
- Use of command line on Windows and OS X Clients.
- Ability to install data keystone jacks and RJ45 modular plugs on CAT5 and CAT6 cabling.
- Basic LAN/WAN knowledge.
- Use of diagnostic tools to assess or monitor computer systems as related to job.
- Ability to prioritize and meet deadlines in a timely manner.
- Ability to plan and implement scheduled preventative maintenance.
- Ability to perform diagnostic examinations and repair of workstations, printers and other technology devices that are District owned.
- Ability to handle and maintain the confidentiality of employee, student and other sensitive District information.
- Ability to set goals and establish methods for achieving these goals.
- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; and participating in professional organizations.
- Keep technology staff informed and updated as needed

**REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:**

	Position Title	Job Code
Reports to:	Technology Director	

**PHYSICAL REQUIREMENTS & WORKING CONDITIONS:** The physical demands, work environment factors and mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Activities:	Amount of time			
	None	Under 1/3	1/3 to 2/3	Over 2/3

Stand			x	
Walk			x	
Sit			x	
Bend			x	
Write			x	
Type			x	
Speak			x	
Listen			x	
Twist		x		
Reach with hands & arms		x		
Climb or balance		x		

Weight & Force Demands:	Amount of time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds			x	
Up to 25 pounds			x	
Up to 50 pounds		x		
Up to 100 pounds	x			
More than 100 pounds	x			

Work Environment:	Amount of time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or Humid Conditions (non-weather)		x		
Work near moving mechanical parts		x		
Work in high, precarious places		x		
Fumes or airborne particles		x		
Toxic or caustic chemicals	x			
Outdoor weather conditions		x		
Extreme cold (non-weather)		x		
Extreme heat (non-weather)		x		
Risk of electrical shock		x		
Work with explosives	x			
Risk of radiation	x			
Vibration	x			

Vision Demands:	Amount of time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Close			x	
Peripheral			x	
Distant			x	

Noise Level:	Exposure Level:
Very quiet	
Quiet	
Moderate	x
Loud	
Very Loud	

The statements in this job description are intended to describe the general nature and level of the work to be performed by (an) individual(s) assigned to this position. They are not an exhaustive list of all duties and responsibilities related to the position. This job description will be reviewed periodically as duties and responsibilities change with business necessity and School Board Policy and procedures. Essential and marginal job functions are subject to modification.

Approved 7/27/15