TITLE   Computer Field Technician

GENERAL SUMMARY

Position provides on-site and/or remote technology support via telephone, network and/or site visits as needed or assigned; provides support for district technology operations; install new software and assists users as needed.

ESSENTIAL JOB FUNCTIONS

Depending upon the individual assignment, the Computer Field Technician may perform all or a combination of the following:

1. Provide technical assistance and support for all computer users in the district for software, hardware, network and peripheral issues via telephone, remote control of computers or site visit to ensure minimal down time and greatest student and staff productivity.
2. Install and maintain computer systems and peripherals within district guidelines.
3. Learn, install, & support software applications as they are approved through district software adoption and review processes.
4. Resolve computer system and peripheral malfunctions.
5. Provide assistance to senior technicians and district computer users through support/recommendations and instruction as necessary.
6. Other related duties as assigned.

REPORTING RELATIONSHIPS

This position reports to the Director of Technology Services.

MENTAL DEMANDS

Be flexible as this position experiences frequent interruptions; required to meet strict deadlines; requires concentration and attention to detail; may occasionally deal with distraught or difficult individuals. Also requires a positive attitude.

PHYSICAL DEMANDS

Required to sit for prolonged periods; exposed to visual display terminal for prolonged periods; dexterity and precision required in the operation and maintenance of a computer. Able to lift up to 70 pounds.

QUALIFICATIONS
Required:

1. Two or more year's successful college or technical school education in areas such as microcomputer service, computer repair, or other related fields. Equivalent work experience may be substituted on a year-for-year basis.
2. Two or more year's work experience in the technology support field.
3. Work experience with current Windows operating systems and recent Microsoft Active Directory Enterprise environments.
4. Work experience with IP based Ethernet LAN/WAN equipment/environments.
5. Extensive experience with MS Office applications.
6. Excellent problem solving and analytical skills.
7. Able to work as a member of a team.

8. Able to effectively communicate with users at all technical levels.
9. Able to work independently of close supervision and effectively prioritize multiple tasks.
10. Have a valid driver's license and access to reliable transportation.
11. Ability to work hours other than 7:30 a.m. through 3:30 p.m.
12. Ability to lift 70 pounds.
13. Ability to work positively with youth and adults of varying socioeconomic, cultural, and ethnic backgrounds.

Demonstrated ability to:
1. Model independent thinking, leadership, reliability and self-discipline.
2. Communicate effectively both written and orally.
3. Coordinate and communicate effectively with staff at all organizational levels.
4. Plan, maintain and monitor the progress of projects/work orders.
5. Solve computer related problems employing a variety of resources.

Desired:
1. Experience supporting technology in a large network and/or help desk environment.
2. Experience in a K-12 school environment.
3. Conduct workshops and provide in-service training on the use of computer capabilities and applications.
4. Experience in installation, use and troubleshooting workstation applications such as anti-virus software, etc.
5. Certifications including but not limited to: A+, Net+, MCITP, CCNA.
6. Experience imaging workstations in an Enterprise environment with applications such as WDS.
7. Experience supporting a variety of portable devices (iPads, Chromebooks, tablets and smartphones) in an Enterprise environment.

UNIT AFFILIATION
PSE - Technical

CONDITIONS
The preceding list of essential functions is not exhaustive and may be supplemented as necessary.

CLASSIFICATION HISTORY
Posting 04/01
Revised 11/04
Revised 10/07
Revised 11/09
Revised 08/12
Revised 07/15