

JOB DESCRIPTION

Job Title: On-Site Technician

Department: District Technician

Reports to: Superintendent

GENERAL SUMMARY:

The On-Site Technician is responsible for all onsite service and support needs for our customers. This relates to all technology, to include: workstations, servers, printers, networks, and vendor specific hardware and software.

Essential Duties and Responsibilities:

- IT support relating to technical issues involving...
 - Microsoft's core business applications (Microsoft Office Products)
 - Google Apps and Google Drive
 - Interactive classroom display panels
 - Printing functionality
 - Miscellaneous Curricular Software
- Communication with staff as required, keeping them informed of incident progress, notifying them of impending changes or agreed outages
- The ability to work in a positive, friendly, and non-intimidating manner with staff and supporting vendors and contractors. This will be essential to success in this roll.

Additional Duties and Responsibilities:

- Improve staff's service, perception, and satisfaction
- Ability to work in a team and communicate effectively
- Escalate service issues that cannot be completed within agreed service levels
- Communicate to customers: keeping them informed of progress, notifying them of impending changes or agreed outages, etc.
- Document internal processes and procedures related to duties and responsibilities
- Responsible for entering time and expenses in service ticketing system as they occur
- Understand processes in service ticketing system by completing assigned training materials
- Enter all work as service tickets into service ticketing system
- Review IT publications and online materials to remain up-to-date with current and future technologies emerging in the industry

Knowledge, Skills, and/or Abilities Required: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Interpersonal skills: such as telephone skills, communication skills, active listening and customer-care
- Diagnosis skills of technical issues
- Ability to multi-task and adapt to changes quickly
- Technical awareness: ability to match resources to technical issues appropriately
- Service awareness of all organization's key IT services for which support is being provided
- Understanding of support tools, techniques, and how technology is used to provide IT services
- Typing skills to ensure quick and accurate entry of service request details
- Self-motivated with the ability to work in a fast moving environment
- The ability to ...
 - lift and move 50 pounds
 - move quickly around the district in all buildings
 - drive between buildings

Minimum Qualifications: A two year degree in technology or associated field. Experience with customer service and technology.

Preferred Qualifications: A four year degree in technology or related field. Three years of experience as a technician.