



CLASSIFICATION DESCRIPTION

TITLE: Technology Field Support Technician

<u>Title of Immediate Supervisor:</u> Technology Supervisor or the Manager of Technology	<u>Department:</u> Technology	<u>FLSA Status:</u> Exempt
<u>Accountable For (Job Titles):</u> Not Applicable		<u>Pay Grade Assignment:</u> Non-Certified Business Division Administrators' Association, Weekly Salary Schedule, Non-Certified Administrators, Pay Class III

General Summary or Purpose Of Job:

Provide Tier 1 and Tier 2 technology support for district users. Review and process help desk tickets for installation and troubleshooting of district hardware, services and software. This includes support for desktops, laptops, Chromebooks, printers, interactive/non-interactive display systems, projectors, classroom audio systems and other district technology systems, services and software.

DUTY NO.	ESSENTIAL DUTIES: (These duties and frequencies are a representative sample; position assignments may vary.)	FRE-QUENCY
1.	Responds to Help Desk Tickets from district users needing assistance with district hardware, services and software.	Daily
2.	Install, replace, upgrade, and maintain district hardware, software, operating systems and cloud services as needed.	Daily
3.	Support Microsoft Active Directory (AD) and Google Workspace for Education for devices, users and groups.	Daily
4.	Collaborate with co-workers in order to research problems, document solutions, and upgrade existing systems.	Weekly Monthly
5.	Work with software and hardware vendors and other technology department staff to request service regarding defective products.	Monthly
6.	Makes recommendations for system improvements.	Monthly
7.	Performs other technology duties of a comparable level or type.	As needed



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Minimum Qualifications: (necessary qualifications to gain entry into the job not preferred or desirable qualifications)

- ☐ Four year baccalaureate degree in Computer Science, Management Information Systems, or similar technical degree plus a minimum of one (1) year of work experience in the technical areas listed below:
- ☐ or a minimum of a two-year Associate in Science (A.S.) or Associate in Applied Science (A.A.S.) degree in Computer Science, Management Information Systems, or similar technical degree plus a minimum of two (2) years of work experience in the technical area listed below:
- ☐ Experience providing user support in a Google Workspace environment.
- ☐ Experience providing user support in a Microsoft Windows environment.
- ☐ Experience using Microsoft Active Directory (AD) for supporting devices, users and groups.
- ☐ Experience using Google Admin Console for supporting devices, users and groups.
- ☐ Experience using an enterprise endpoint management solution like Microsoft System Center Configuration Manager (SCCM), Microsoft Endpoint Configuration Manager (MECM) or Microsoft Intune that is used to image PCs and install software
- ☐ Experience using and supporting users in an enterprise Help desk ticketing system like Freshdesk, Zoho Desk Zendesk or Solarwinds
- ☐ Experience using and supporting an enterprise Asset Management System
- ☐ Must have a valid driver's license and a personal vehicle or have the ability to travel between district sites in a timely manner.

Desirable/Preferred Qualifications:

- ☐ Four year baccalaureate degree in Computer Science/MIS or equivalent education and work experience
- ☐ Microsoft Certification
- ☐ Google Workspace Certification
- ☐ Youtube video production (creating, streaming, editing, posting, etc.)
- ☐ SMART Board experience
- ☐ Prior K12 work experience



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Knowledge Requirements:

Requires knowledge of:

- ☐ See the above Minimum Qualifications

Skill Requirements:

Skilled in:

- ☐ Technical troubleshooting skills
- ☐ Customer service and communication.
- ☐ Technical writing and documentation.
- ☐ Possess a positive and innovative attitude.
- ☐ Ability to effectively communicate with team members, teachers & other staff.
- ☐ Ability to be a good listener.
- ☐ Ability to actively work in a team.
- ☐ Willingness to learn and support new ideas and things.

Physical Requirements: Indicate according to the requirements of the essential duties/responsibilities

Employee is required to:	Never	1-33% Occasionally	34-66% Frequently	66-100% Continuously
Stand		√		
Walk			√	
Sit			√	
Use hands dexterously (use fingers to handle, feel)			√	
Reach with hands and arms		√		
Climb or balance		√		
Stoop/kneel/crouch or crawl		√		
Talk and hear			√	
Taste and smell	√			
Lift & Carry: Up to 10 lbs.			√	
Up to 25 lbs.			√	
Up to 50 lbs.		√		
Up to 100 lbs.	√			
More than 100 lbs.	√			

General Environmental Conditions:

Working in our schools



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General Physical Conditions:

Work can be generally characterized as the support of K12 technology equipment.

<u>Vision Requirements:</u> Check box if relevant	Yes	No
No special vision requirements	√	
Close Vision (20 in. of less)	√	
Distance Vision (20 ft. of more)		
Color Vision	√	
Depth Perception		
Peripheral Vision		



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Job Classification History:

Classification reviewed and revised by Penn, Inc., Human Resource Management Consulting 2002

Revised: 2/22/23