



# CLASSIFICATION DESCRIPTION

## TITLE: Field Support Technician

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

### General Summary or Purpose Of Job:

Provide tier 1 support for staff. Processes and reviews help desk tickets for installation and troubleshooting of district hardware and software. This includes support for desktops, laptops, printers, PDA's, SMART Boards, classroom audio systems, and other district technology. 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.	<del>Installs and assists in configuring, administering, and maintaining district hardware, software and operating systems.</del> Responds to Help Desk Tickets from district users needing assistance with district hardware, services and software.	Daily 5%
2.	<del>Maintains Active Directory user/group accounts.</del> Install, replace, upgrade, and maintain district hardware, software, operating systems and cloud services as needed.	Daily 5%
3.	<del>Responds to helpdesk tickets from users needing assistance with district hardware and software.</del> Support Microsoft Active Directory (AD) and Google Workspace for Education for devices, users and groups.	Daily 90%
4.	<del>Talk with co-workers in order to research problems and find solutions and upgrades for existing systems.</del> Collaborate with co-workers in order to research problems, document solutions, and upgrade existing systems.	Monthly 5%



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5.	Work with software and hardware vendors and other technology department staff to request service regarding defective products.	Monthly 5%
6.	Makes recommendations for system improvements.	Monthly 5%
7.	Performs other duties of a comparable level or type.	As required

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

- Requires a minimum of a two-year degree in computer science, management information systems, or similar degree; or an equivalent combination of education, training and/or experience necessary to successfully perform the essential functions of the work.
- Experience in Microsoft Windows XP or higher.
- Must have valid driver's license and a personal vehicle
  - 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 Qualifications:**



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<ul style="list-style-type: none"> <li>▪ Four year baccalaureate degree in Computer Science/MIS or equivalent education and work experience</li> <li>▪ Microsoft certification</li> <li>▪ Altiris experience</li> <li>▪ Knowledge of Microsoft Active Directory (AD)</li> <li>▪ SMART Boards experience ▪ Prior K12 work experience</li> </ul>
<b>Certification or Licensing Requirements</b> _(prior to job entry):
<ul style="list-style-type: none"> <li>▪ Certification assigned hardware and operating systems. (Preferred)</li> <li>▪ Certification in the current Microsoft Windows Operating System</li> <li>▪ Must have valid driver's license</li> </ul>
<b>Knowledge Requirements:</b>
Requires knowledge of:
<ul style="list-style-type: none"> <li>▪ Experience in Microsoft Windows XP or higher.</li> <li>▪ Documented training or work experience in assigned hardware and operating systems.</li> </ul>
<b>Skill Requirements:</b>
Skilled in:
<ul style="list-style-type: none"> <li>▪ Technical Troubleshooting skills ▪ Customer service and communication.</li> <li>▪ Technical writing and documentation.</li> </ul>

<b>Physical Requirements:</b> 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		○		



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Stoop/kneel/crouch or crawl		<input type="radio"/>		
Talk and hear			<input type="radio"/>	
Taste and smell	<input type="radio"/>			
<b>Lift &amp; Carry:</b>	Up to 10 lbs.		<input type="radio"/>	
	Up to 25 lbs.		<input type="radio"/>	
	Up to 50 lbs.		<input type="radio"/>	
	Up to 100 lbs.	<input type="radio"/>		
	More than 100 lbs.	<input type="radio"/>		
<b>General Environmental Conditions:</b>				
Working in our schools				
<b>General Physical Conditions:</b>				
Work can be generally characterized as setup of computer, monitors and printers.				
<b>Vision Requirements:</b> Check box if relevant			<b>Yes</b>	<b>No</b>
No special vision requirements			<input type="radio"/>	
Close Vision (20 in. of less)				
Distance Vision (20 ft. of more)				
Color Vision			<input type="radio"/>	
Depth Perception				
Peripheral Vision				



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### **Job Classification History:**

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

Revised: 12/1/05