



Policy GFAEP: Job Description: IT Lead Technician

Status: DRAFT

Original Adopted Date: 07/15/2024 | **Last Reviewed Date:** 07/15/2024

ESSENTIAL FUNCTIONS:

• **Administrative Support**

- Collaborate with IT Operations Administrator to maintain project status.
- Conducting area-wide assessments of technology status.
- Testing readiness and compliance to establish the best environment for testing with technology.
- Coordinating the IT field technician responsibilities and schedules.
- Will be responsible for keeping the IT field technician and other workers in compliance with JCSD and IT department standards.

■ **Inventory Management**

- Maintaining accurate records of assets, including their location, condition, and status.
- Assisting in the tracking and monitoring of inventory levels to ensure adequate supply and timely replenishment of assets.
- Organizing and maintaining documentation related to asset acquisitions and transfers.
- Assisting with periodic audits of assets to verify their existence, condition, and compliance with organizational policies and procedures.
- Ensuring the accurate and documented transfer of materials from one destination to another.

■ **Help Desk**

- Build knowledge base solution articles for the helpdesk.
- Serve as the field responder Helpdesk Manager for priority tasks.
- Identify issues using user reports, diagnostics, and data collection.
- Provide remote assistance to users by guiding them through troubleshooting steps, remote desktop support, or utilizing remote access tools to resolve issues.
- Logging tickets by documenting issue sources, troubleshooting steps, and resolution within the Helpdesk software.
- Collecting and reporting ticket summaries to IT Operations Administrator on a weekly basis.

■ **Hardware Repair**

- Troubleshooting and resolving hardware issues, including but not limited to system crashes, hardware failures, and connectivity problems.
- Performing repairs or replacements of faulty hardware components, including disassembly and reassembly of computer systems.
- Conducting hardware tests and benchmarks to assess system stability, performance, and compatibility with software applications.
- Maintaining accurate records of hardware inventory, repairs, upgrades, and maintenance activities.
- Cable Management to ensure organization and load balancing.

■ **MISCELLANEOUS:**

- Assist with IT administrative tasks, including filing, data entry, and document management.
- Adhere to organizational policies, procedures, and security standards related to IT operations.
- Perform any other duties as directed or assigned.
- **Punctual and regular attendance is required.**

QUALIFICATIONS:

- Associate degree in Information Technology, Computer Science, related technical field, and/or equivalent

training or experience.

- Possess an A+ certification or other relevant industry certification or be able to obtain one within a year of employment.
- Excellent attention to detail and accuracy in record-keeping and data entry.
- Excellent communication and customer service skills, with the ability to explain technical concepts to non-technical users.
- Familiarity with hardware components, networking concepts, and IT troubleshooting techniques.
- Ability to work independently and collaboratively in a fast-paced environment, prioritizing and managing multiple tasks effectively.

LANGUAGE AND REASONING SKILLS:

The ability to understand written or oral instructions: read, analyze and interpret complex documents, instruction manuals, policies and procedures is essential.

- Excellent communication skills are required.
- The ability to work effectively and efficiently, under stressful conditions, to ensure deadlines are met is essential.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- This position requires you to sit and stand for moderate periods of time and the ability to see and hear.
- This position will require you to climb a ladder.
- Must be able to work on materials above your head.
- Must be able to lift, push, pull or carry up to fifty (50) pounds lb.

WORKING ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- This position typically works in a well-lit, climate-controlled, and adequately ventilated office environment and requires observance of safe work practices, fire regulations, and avoidance of falls, trips and similar office work hazards.
- The stress level for this position is moderate and the noise level for this position is low to moderate normally.

TERMS OF EMPLOYMENT: This is 232 days per year position 232 days/Non-Exempt

SALARY SCALE: Based on school board policy GGBS

EVALUATION: Job performance will be evaluated annually by the IT Operations Administrator
