



Policy GFAET: Job Description: Support Technician

Status: DRAFT

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

ESSENTIAL FUNCTIONS:

- **Inventory Management**
 - Maintaining accurate records of all assets, including their location, condition, and value, using asset management software or databases.
 - 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**
 - Serve as the top tier contact for users seeking technical assistance via phone, email, chat, or in person.
 - Identify issues using user reports, diagnostics, and data collection.
 - Utilize problem-solving skills and technical knowledge to troubleshoot and resolve issues with hardware, software, applications, and network connectivity.
 - 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.
 - Be able to route tickets to the appropriate person in a timely manner.
- **Hardware Repair**
 - Diagnosing 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.
- **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.
- CompTIA A+ certification preferred.
- 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 could 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.

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 a 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 Director of Information Technology.
