



Policy GFAEU: Job Description: IT Field Technician

Status: DRAFT

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

ESSENTIAL FUNCTIONS:

■ **Inventory and Administrative Support**

- Accurately collect, organize, and report inventory information.
- Collaborate with Lead Technicians to maintain project status.
- Conducting area-wide assessments of technology status.
- Provide excellent customer service in the form of technical support to end-users via phone, email, chat, or in person.

■ **Hardware Repair**

- Troubleshooting: Diagnosing and resolving hardware issues, including but not limited to system crashes, hardware failures, and connectivity problems.
- Repair: Performing repairs or replacements of faulty hardware components, including disassembly and reassembly of computer systems.
- Testing: Conducting hardware tests and benchmarks to assess system stability, performance, and compatibility with software applications.
- Documentation: Maintaining a change log of hardware inventory, repairs, upgrades, and maintenance.
- Ticket Management: Log all support requests into a ticketing system, accurately documenting the nature of the issue, troubleshooting steps taken, and providing resolution.
- Cable Management to ensure organization and load balancing.

■ **Miscellaneous:**

- 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.
- 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 IT Operations Administrator by provision of board policy.
