

JOB DESCRIPTION
Puyallup School District
Professional Technical - Level 9

Technician 1

Purpose Statement

The Technician 1 provides second level technology service to staff, students, and the buildings we serve. The Technician 1 should have a sense of urgency, be able to prioritize workload, communicate with professionalism and follow through to ensure that service levels are met and exceeded to meet the core mission of the district.

Essential Functions

- Works with various teams and departments to ensure coordination of Technology Services team and resources to accomplish the needs and support of the district.
- Communicates proactively and clearly with various teams within department and the district to ensure follow-through.
- Manage tasks, timelines, and deadlines with assurance to customers.
- Maintains strict confidentiality of accessible district information resources.
- Collaborates with Technology Service team, department leadership and other teams or departments.
- Follows direction of team lead and established processes/procedures of department.

Technology Focused Functions

- Provides second level service to customers both inside and outside the district via phone, email, face-to-face and/or tickets.
- Assesses, troubleshoots, diagnoses, and repairs any technology of the district.
- Balances incoming technology issues with multiple priorities and buildings to ensure service levels are met and exceeded.
- Provides customer service and training on all district technology to staff and students.
- Delivers technology equipment to staff, students, and schools/buildings.
- Updates tickets and Asset Inventory System to assign assets to other work areas or technicians.
- Plans, communicates, and coordinates work with Technology Services Lead.
- Helps develop processes and procedures for Technology Services Team.
- Constantly updates Asset Inventory System to reflect current inventory.

Other Functions

- Uses service management ticketing system for assigned work, prioritization, and customer communication.
- Leads small teams to accomplish tasks, projects, and goals of the Technology Department.
- Works with the Technology Leadership Team to periodically revise technology standards to best meet the needs of the district's students and staff.
- Evaluates and responds to special requests for technology and/or support as will arise from time to time.
- Assists other personnel as may be required for the purpose of supporting them in the completion of their work activities.
- Attends meeting as assigned for the purpose of conveying and/or gathering information required to perform functions.

Job Requirements: Minimum Qualifications

Skills, Knowledge, and Abilities

SKILLS are required to perform multiple technical tasks with a need to occasionally upgrade skills to meet changing job conditions. Specific skills required to satisfactorily perform the functions of the job include analytical thinking, being thorough and attentive to details, being self-motivated and resolving problems using best practices and/or established methods. Other skills required include establishing and maintaining effective working relationships with others, expressing ideas and information clearly and respectfully.

KNOWLEDGE of Windows Operating Systems and other computer related technologies; computer installation, maintenance and software support to perform computer troubleshooting; routers, switches, hubs, Wireless Access Points (WAP) and other Local Area Network (LAN) devices; Local Area Networks (LAN), Wide Area Networks (WAN), Wireless Local Area Networks (WLAN) and other network related technologies; network protocols, including TCP/IP; Microsoft System Center software; Active Directory and other server related technologies; Desktop, laptop and printer installation, configuration, troubleshooting and repair; computer tools and industry best practices.

ABILITY is required to be self-motivated; learn from experience and others; meet deadlines and manage workload; focus on continuously improving the customer experience, to work with various departments, groups and people to ensure excellent customer service and resolving conflicting priorities; to communicate effectively with people at all levels of experience and responsibility throughout the district is required; to assist staff with computer operations and software problems; learn and follow new operations, procedures, processes and use of new equipment; articulate technical information to non-technical audiences in person, via written communication and telephone; organize, set priorities and work effectively under pressure; exercise sound judgement, including

appropriate handling of confidential matters; to lift up to 50 pounds using proper lifting techniques; work in tight areas; learn continually and keep abreast of technological changes in the field; work independently with minimum supervision.

Responsibility

Responsibilities include working under limited supervision and in a team following standardized practices and/or methods; providing information and/or advising others; and utilizing resources from other work units may be required to perform the job's functions. There is a continual opportunity to significantly impact the organization's services. Maintain regular and punctual attendance.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: generally performed in an indoor office/school environment with frequent interruptions and noise associated with computer equipment, staff and students, and some exposure to risk of injury and/or illness; sitting/standing for prolonged periods; daily walking and moving between work areas; exposure to visual display terminal for prolonged periods; arm, wrist, elbow and hand movements associated with prolonged keyboarding; hand and finger dexterity; tight work areas; regular stooping, heavy lifting, grasping, carrying, bending, twisting, pushing/pulling, reaching and climbing. Must be able to lift to fifty pounds.

Experience Minimum one (1) year of experience in providing technology service with a proven record of leading, developing and driving excellence.

Education Associates degree in technology field and/or holds current CompTIA A+ certification.
Able to obtain CompTIA Network+ certification within 2 years of start date.

Other experience and/or education may be substituted for required experience and/or education.

Required Testing

No pre-employment Proficiency Test is required
Valid Driver's License and Evidence of Insurability

Certificates/Licenses

None required

Clearances

Criminal Justice Fingerprint/Background Clearance