

JOB DESCRIPTION
Puyallup School District
Professional Technical - Level 11

Technician 2

Purpose Statement

The Technician 2 provides third level technology service to staff, students, and the buildings. The Technician 2 should have in depth knowledge, expertise, and coordination in their area of work and help guide decisions of technology leadership. In addition, The Technician 2 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 the technology department and various departments to ensure coordination of Technology Services team and resources to accomplish the needs and support of the district.
- Works with technicians and leadership to help plan, organize and align work priorities to meet and exceed service level objectives.
- 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.
- Contributes knowledge and expertise of area to department leadership to help guide decision making.
- Constantly update Asset Inventory System to reflect current inventory.
- Maintains strict confidentiality of accessible district information resources.
- Collaborates with Technology Service Team, technology department leadership and other teams or departments.
- Follows direction of team lead and established processes/procedures of department.

Computer Repair Focused Functions

- Acquires and maintains vendor certification.
- Assesses, diagnoses, troubleshoots, and repairs computers.
- Works with computer hardware vendors for placing parts orders for in and out of warranty computers.
- Submits warranty claims, track parts, coordinate repairs and replacements.
- Manages Self-Maintainer account with computer hardware vendors.
- Coordinates with Technology Services Team to ensure computers are functioning at their highest capacity.
- Coordinates with Assets about shipping and receiving of computers and parts.

A/V Repair Focused Functions

- Assesses, diagnoses, troubleshoots, and repairs audio and video systems.
- Works with A/V hardware vendors for placing parts orders for in and out of warranty A/V systems.
- Submits warranty claims, tracks parts, coordinates repairs and replacements.
- Installs and maintains audio and video systems in classrooms and other areas of the district.
- Coordinates with Technology Services Team to ensure A/V systems are functioning at highest capacity.
- Coordinates with Assets shipping and receiving of A/V systems and parts.
- Organizes, plans, and implements new audio and video systems.

Other Functions

- Uses service management ticketing system for assigned work, prioritization, and customer communication.
- Leads small teams to accomplish tasks, projects and goals of department and district.
- Works with IT 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.

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 two years (2) years of experience in providing hardware and software support with a proven record of leading, developing and driving excellence of service. Experience as a Technician 1 preferred.

Education Associates degree in technology field and/or holds current CompTIA A+ and Network+ certifications. Able to obtain CompTIA Server+ certification within 2 years of start date. Able to obtain any certifications required to do the job (i.e., Lenovo hardware warranty certification(s)).

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

Required Testing

No pre-employment Proficiency Test is required

Certificates/Licenses

Valid Driver's License and Evidence of Insurability

Clearances

Criminal Justice Fingerprint/Background Clearance