

JOB DESCRIPTION
Puyallup School District
Professional Technical - Level 11

Technician 2

Purpose Statement

The Technician 2 achieves an advanced level of service to staff, students, and the buildings. The Technician should have in-depth knowledge, expertise, and coordination in area of work and helps to guide decisions of department 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 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.
- Maintains strict confidentiality of accessible district information resources.
- Collaborates with Technology Services Team, technology department leadership and other teams or departments.
- Follows direction of team lead and established processes/procedures of department.

Technician Focused Functions

- Provides second level of 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 at intermediate technician level.
- 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.
- Collaborates with technology department teams regarding issues, tickets, and resolution of work.
- Constantly updates Asset Inventory System to reflect current inventory.
- Plans, communicates, and coordinates work with team lead.
- Helps develop processes and procedures for the team.
- Plans, organizes, and completes small technology projects including coordination with team members and others as needed.
- Coordinates with other technicians regarding advanced troubleshooting, warranty repairs and replacements, and hardware for audio and video systems.
- Submits warranty claims, track parts, coordinate repairs and replacements.
- Installs and maintains audio and video systems in classrooms and other areas of the district.

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 department.
- Works with department leadership 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 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. In addition, strong communication and guiding others to understand the connection between specific job tasks and the overarching objectives of the school district. Capable of setting and adapting work priorities for diverse technical support teams. Skilled in analyzing and conveying the significance of data related to ticket resolution. Able to manage multiple responsibilities and adapt skill sets as required by evolving job demands.

KNOWLEDGE of educational equipment such as computers, document cameras, displays, docking stations, sound systems, and wireless display connections. Windows Operating Systems and various computer-related technologies, encompassing computer setup, upkeep, and software assistance for troubleshooting purposes. Proficient in fundamental network setups and protocols, encompassing aspects like IP addressing, subnetting, and VLAN establishment. Phone handset: setup, configuration of phone extension, troubleshooting, replacement. Skilled in desktop, laptop, and printer setup, configuration, troubleshooting, and maintenance, adhering to industry best practices. Additionally, possess advanced expertise in specialized equipment like CNC machines, 3D printers, Laser Engravers, etc. Intermediate knowledge of audio and video systems including diagnosing, troubleshooting, replacing hardware, and working with other technicians to resolve issues.

ABILITY is required to lead others; 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; ability to train others in existing processes and procedures; 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. Supervising and managing summer work which includes leading a team, timelines, communication, organization, and completing tasks. Partnering with the Technology Services Team Lead to address personnel concerns regarding Technology Assistants. Maintain regular and punctual attendance; a clean work area and district assigned vehicle.

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. Climbing ladders and working in ceilings are required. Must be able to lift up to fifty (50) pounds.

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

Education Associate degree in technology field and/or holds current CompTIA A+ and Network+ certifications.
Basic training in sound system essentials.

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