

# **JOB DESCRIPTION**

## **PATERSON BOARD OF EDUCATION**

**TECHNOLOGY COMPUTER CENTER  
5034b Field Support Technician**

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### **REVISED**

**JOB TITLE: FIELD SUPPORT TECHNICIAN**

**REPORTS TO: Director of Network Services or designee**

#### **NATURE AND SCOPE OF JOB:**

Under the direction of the Director of Network Services, the Field Support Technician will oversee the technology aspect over designated schools. The Field Support Technician will work with support staff and be responsible for the day to day operation of the District's Voice, Video and Data Network. This will include onsite responsibilities, scheduling and control activities involved in the everyday operation of services pertaining to the Department of Technology, or programs administered by the division and do other related duties.

#### **QUALIFICATIONS:**

The Field Support Technician shall:

1. Have a degree in Computer Science or equivalent experience.
2. Have four (4) years' experience in local and wide area networking and telephone systems.
3. Must have excellent organizational skills.
4. Have good presentation and communication skills.
5. Understand networking technologies.
6. Be familiar with Microsoft product line, Apple product line, AVAYA G3r phone system, and all end user devices including PC and MAC.
7. Understand voice and data cabling technologies and troubleshooting procedures.
8. Understand network protocols especially TCP/IP.
9. Must be able to troubleshoot and repair PC, MAC and Telephone issues.

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10. Troubleshoot wide area networking and local area networking problems.
11. Have a working knowledge of PC desktop operating systems and applications.
12. Have a strong knowledge background of MAC and PC environments.
13. Have the ability to supervise repairs by outside vendors.
14. Have a working knowledge of Internet related equipment.
15. Have the ability to troubleshoot the district's telephone system.
16. Have excellent integrity and demonstrate good moral character and initiative.
17. Exhibit a personality that demonstrates interpersonal skills to relate well with students, staff, administration, parents and the community.
18. Demonstrate the ability to communicate effectively in English, both orally and in writing, using proper grammar and vocabulary.
19. Hold and maintain a valid driver's license for the type of equipment to be driven, with no serious violations.
20. Provide proof of U. S. citizenship or legal resident alien status by completing Federal Form I-9 in compliance with the Immigration Reform and Control Act of 1986.
21. Provide evidence that a criminal record history check has been conducted and clearance has been given by the Department of Education. During the initial six month period provide a sworn statement that the individual has not been convicted of a crime or a disorderly person's offense in accordance with 18A:6-7.1.
22. Provide evidence that health is adequate to fulfill the job functions and responsibilities, with reasonable accommodation pursuant to 42 U.S.C. 12101 and in accordance with N .J.A .C. 6:3-4A .4.
23. Pass the state required Mantoux Intradermal Tuberculin Test as required by N .J.A .C. 6:3-4A .4.
24. Meet such alternatives to the above qualifications as the Superintendent may find appropriate and acceptable.

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### VERIFICATION OF COMPETENCY:

District application and resume.

1. Required documentation outlined in the qualifications above.
2. A minimum of three letters of reference from former employers, teachers and other professional sources.
3. Employment interview.

### EMPLOYMENT TERMS:

The Field Support Technician shall be employed under the following terms:

1. Work year of twelve months.
2. Salary, benefits, leave time and conditions as specified in the Collective Bargaining Agreement.
3. Conditions established by all Laws and Codes of the State, and all Policies, Rules, and Regulations established by the Board of Education (N.J.S.A. 18A:27-4 et. seq.).

### JOB FUNCTIONS AND RESPONSIBILITIES:

The Field Support Technician shall:

1. Coordinate day-to-day activities with the Technology Operation Coordinator and Help Desk.
2. Must be available during non-business hours in the event of an emergency.
  - a. Must be first responder to their designated building in emergency
3. Must be able to maintain the atmosphere of professional standards when dealing with all situations.
  - a. Must be first responder to their designated building in emergency
4. Must be able to plan, organized and assign the work of the organizational unit.
5. Must have a good understanding and working knowledge of the electronic tools to plan and document all work in the area that they are responsible for.
6. Must be aware of techniques and methods to develop teamwork.
7. Manage overall operations related to technology and is responsible for its day-to-day activities.
8. Work with subordinates and assign work.

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9. Coordinate technology activities with contracted consultants and constructors to expedite processes relevant to project requirements and schedules.
10. Review and recommend requests, claims, performance notices, and/or other actions related to technology which require written approval.
11. Act as an Administrative Contracting Officer and issue determinations, performance notices, and approved changes within delegated authority.
12. Assess staff training requirements necessary to accomplish program objectives, and target technical, administrative and management training needs on an annual basis.
13. Schedule training for assigned personnel.
14. Attend meetings regarding projects and capital improvement programs.
15. Conduct a self-inspection program to ensure compliance with Statutes, Administrative Code, Board Policies and Regulations.
16. Administer and monitor contracts to ensure that work or services are in conformance with contract documents.
17. Review and approve/disapprove invoices.
18. Prepare and deliver presentations or speeches to professional, technical and lay groups to disseminate technology or administrative management information, and establish and maintain cooperative, effective working relationships with representatives of these groups.
19. Monitor results of the technology activities through a tracking system, develop appropriate measurement devices and adjust to changes in performance.
20. Review and recommend budgetary items.
21. Direct the preparation of reports and studies containing findings and recommendations related to technology.
22. Participate with other staff in the development of long and short-range planning.
23. Identify significant design and/or technology project issues; direct the planning of analytical studies and preparation of reports and recommendations to define project issues; propose alternative technology management strategies and follow-up on implementation of recommendations.

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24. Evaluate goals, operations and performance; develop, implement alternative procedures to improve performance and meet unit objectives.
25. Identify potential delays of technology and take appropriate actions to eliminate or minimize their cause and/or impact on the project and the State.
26. Maintain integrity and confidentiality in division and programs operations.
27. Serve on school District committees.
28. Ability to perform the duties of a network technician.
29. Serve as a role model for students and staff in demonstrating positive attitudes; appropriate attire and grooming; and an effective work ethic.
30. Use computers and/or electronic equipment to fulfill job functions.
31. Protect confidentiality of records and information about staff; and use discretion when sharing any such information within legal confines.
32. Participate in appropriate in-service and workshop programs and attend any required meetings.
33. Display the highest ethical and professional behavior in working with students, parents, school personnel and outside agencies associated with the school.
34. Adhere to Federal Statutes and Regulations, New Jersey School Law, Construction Codes, State Board of Education Rules and Regulations, Board of Education Policies and Procedures, and contractual obligations.
35. Perform any duties and responsibilities that are within the scope of employment, as assigned by the supervisor and/or Superintendent not otherwise prohibited by law or regulation.

#### **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential responsibilities and functions of the job and are not meant to be all inclusive. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential responsibilities and functions of the job.

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Unless reasonable accommodations can be made, while performing this job the staff member shall:

1. Use strength to lift items needed to perform the functions of the job.
2. Sit, stand and walk for required periods of time.
3. Be required to stand; walk; use hands to manipulate fingers, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch or crawl.
4. Have specific vision abilities required by this job include color vision, close, vision, depth perception and ability to adjust focus.
5. Be able to lift and/or move (to various locations) up to ten (10) pounds, frequently lift and/or move up to thirty-five (35) pounds and occasionally lift and/or move up to 70 pounds. This would include computers and/or peripherals, ladders (6' – 12'), spools of cable, and equipment cabinets, to the third floor via stairs in any particular building.
6. Speak and hear.
7. Use close vision, color vision, peripheral vision and depth perception along with the ability to focus vision.
8. Communicate effectively in English, using proper grammar and vocabulary. American Sign Language or Braille may also be considered as acceptable forms of communication.
9. Reach with hands and arms and use hands and fingers to handle objects and operate tools, computers, and/or controls.

#### ENVIRONMENTAL DEMANDS:

The environmental demands described here are representative of those that must be met by an employee to successfully perform the essential responsibilities and functions of the job and are not meant to be all inclusive.

1. Exposure to a variety of childhood and adult diseases and illnesses.
2. Occasional exposure to a variety of weather conditions.
3. Exposure to heated/air conditioned and ventilated facilities.
4. Exposure to a building in which a variety of chemical substances are used for cleaning, instruction, and/or operation of equipment.
5. Function in a workplace that is usually moderately quiet but that can be noisy at times.


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## **EVALUATION:**

The Director of Network Services or designee shall evaluate the Field Support Technician in accordance with Policy No. 4220, Regulation No. 4220, this Job Description, and such other criteria as shall be established by the Board of Education.

  
Approved

3/15/18  
Date