



## Richmond County Schools

Dr. Joe Ferrell, Superintendent  
118 Vance Street, Hamlet, North Carolina 28345

Phone: 910-582-5860

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**POSITION:** IT Field Technician

**REPORTS TO:** Director of Technology

**JOB DESCRIPTION:**

The IT Field Technician provides on-site and remote technical support for computer systems, hardware and software across various locations. This role is responsible for troubleshooting, repairing, and maintaining technology-related equipment, ensuring minimal downtime and optimal performance. The technician uses a work-order tracking system, maintains inventory, and communicates effectively with users and technical staff. The position requires physical mobility, strong problem-solving skills, and the ability to manage multiple priorities in a fast-paced environment.

**QUALIFICATIONS:**

- High School Diploma or equivalent
- Bachelor's degree from an accredited institution
- Approximately 1 to 3 years of experience. **Or**
- Significant coursework in related technology field. **Or**
- Any equivalent combination of education, experience and training that provides the required knowledge, skills and abilities

### **ESSENTIAL JOB FUNCTIONS:**

- Uses a work-order tracking system for routine repair and maintenance of equipment
- Maintains an inventory of electronics components needed to make timely repairs
- Systematically troubleshoots, repairs, maintenance, and upgrades of technology-related equipment
- Refers to complex problems to higher level technical support
- Maintains general knowledge of computers and related technological devices
- Provide on-site support across multiple locations, requiring travel and mobility
- Communicate effectively with users and other technology staff
- Reads and interprets technology documentation and manuals
- Operates standard and specialized electronics devices in testing and troubleshooting computers and other technology-related equipment.
- Performs other duties and responsibilities as assigned by supervisor

### **WORKING ENVIRONMENT:**

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling; and significant fine finger dexterity. Work in this classification is considered light physical work requiring the exertion of up to 20 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects. Generally, the job requires sitting, walking, and standing. This job is performed in a generally clean and healthy environment.

**Employment will require extensive background check.**