

This position is a member of the general support team within the Facilities Department, while also providing additional support to the Information Technology Department as needed. The Facilities Information Technology Technician (Special Systems) will support end users of the District's special systems, technology devices, primarily fire alarm systems, a/v systems, video surveillance systems, security systems, door access systems and other special systems. This position will take front line support calls from schools and staff as well as internal Facilities and IT customers; assisting in troubleshooting, repair, training, system guidance and provide specialized customer service and support.

Chain of Command

The Facilities Information Technology Technician (Special Systems) reports to the Director of Facilities.

Competencies of the Facilities Information Technology Technician (Special Systems)

- Strong written and verbal communications skills.
- Strong organizational and time management skills.
- Strong computer skills including Microsoft Office and cloud-based management systems.
- Flexible team player who is time and task oriented.
- Ability to work under pressure to meet timeline and handling multiple and changing priorities.

Essential Duties of the Facilities Information Technology Technician (Special Systems)

- The primary duties of this position will include: Repairing, maintaining and cleaning fire detection systems, smoke detectors, security systems, security cameras, RFID/HID door hardware and systems, special systems batteries, IDF/MDF closets, storerooms, server rooms and other IT and Facilities equipment, rooms and workspaces as needed.
- Replacing missing or damaged components/parts as required.
- Providing support, including procedural documentation.
- Provide end-user training as needed.
- Following diagrams and written instructions to repair a fault or set up a system.
- Responding within agreed time limits to call-outs.
- Rapidly establishing a good working relationship with customers and other professionals.
- Working with the Information Technology and Facilities teams as needed.
- Diagnosis, installs, configures, and troubleshoots technical problems to maintain and effect repairs of software and hardware at user sites including user instruction on equipment and software operation.
- Maintain, and enforce system security;
- Maintain and provide documentation for systems and related processes including production of reports;
- Troubleshooting system and network problems and diagnosing and solving hardware/software faults.
- Supporting the roll-out of new applications and hardware across departments.
- Working continuously on a task until completion (or referral to third parties, if appropriate).
- Prioritizing and managing many open cases at one time.
- Talking staff/clients through a series of actions either face to or over the telephone and via email to troubleshoot issues.
- Attend other sub department meetings to gain insight and knowledge of Facilities and IT specialties;
- Attend professional development trainings as directed by administration;
- Provide excellent customer to service;
- Ability to work independently, comfortable working in a fast-paced and demanding environment while also functioning as a member of the Facilities and IT support teams;
- Ability to work under pressure to meet timelines and handling multiple and changing priorities;
- Ability to communicate effectively, both orally and in writing;
- Will require use of ladders, climbing, stooping, kneeling, crouching, fingering, standing, walking, pushing, reaching, lifting, feeling, talking, hearing, seeing, and repetitive motions.

- Incumbents may be subject to moving mechanical parts, electrical currents, vibrations, fumes, odors, dusts, gases, poor ventilation, and intense noise.
- Will require light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects.

*** This position will be reevaluated annually based on funding availability, District needs and alignment to the District's Strategic Plan. This position is funded by and contingent upon Capital Override Funding.**

Minimum Qualifications

High School Diploma or GED and three years' related experience is required; based upon assignment, Associate's Degree or two year certificated technical training and/or one year of additional specialized training may be required; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. Must possess a valid Arizona Driver's License.

Preferred Qualifications

- Extensive knowledge in fire detection systems.
- Extensive knowledge in video surveillance systems and/or audio-visual systems.
- Experience in troubleshooting and repairing low voltage wiring and ethernet cabling.
- Basic building maintenance and Facilities repair experience.
- Demonstrated knowledge of basic networking operations.
- Extensive knowledge in MS Office productivity tools.
- Minimum 2 years' experience working with audio visual systems and/or video surveillance systems.

Date Revised

12-05-2025