Poudre School District

HUMAN RESOURCES DEPARTMENT

JOB DESCRIPTION

Job Title:	**IT Field Support Specialist** I	FLSA Status:	**Non-Exempt**
Job Family:	**Classified – Information Technology**	Pay Range:	**IT45H**
Prepared/Revised Date:	**August 1, 2026**	Job Code:	**38246**

SUMMARY: Responsible for Tier 3 support including the repair and maintenance of technology, such as computers, peripherals, audio-visual (AV) equipment, intercom systems, sound systems, front of classroom devices, and closed circuit/cable television systems in all PSD locations. Responsible for AV, sound, and intercom system installs and cabling, and the coordination of contracted installation and repair services. Participate in IT project teams to provide expertise, represent workgroups, provide bidirectional feedback, and achieve project goals. Maintain inventory of technology assets and equipment repair records.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Frequency of duties, percent of time and work year may vary based on department or building assignment. This job description is not intended to be all inclusive and the employee will also perform other reasonably related duties as assigned by the supervisor.*

1. Perform high-volume, complex on-site repairs and manage warranty claims for endpoint devices, peripherals, audio-visual systems, televisions, and other district-supported technology across multiple locations, including diagnosis, repair, documentation, and post-repair testing.
2. Install, configure, and support audiovisual systems, interactive displays, intercom systems, sound systems, and structured network cabling, coordinating with contractors, internal departments, and site personnel to ensure timely, standards-aligned delivery.
3. Support endpoint device repair operations by diagnosing hardware and software issues, performing repairs and replacements, coordinating warranty and vendor services, and ensuring devices are restored to operational standards.
4. Install, manage, and support physical network infrastructure, including new cabling installations in a wide variety of instructional, administrative, and operational spaces.
5. Provide technical guidance and technical assistance to school personnel, supporting effective use of district-supported technology.
6. Train and support technical staff through documentation, knowledge sharing, and direct communication related to supported systems and tools.
7. Maintain accurate technology inventory records using district toolsets and applications, and organize and maintain stock of repair parts and supplies.
8. Collaborate with team members on projects and initiatives by prioritizing assigned work, adhering to established standards and best practices, contributing to project teams, and providing ongoing maintenance and post-implementation support for supported systems.

9. Update assigned tickets and tasks, recording progress and key details in tracking tools to maintain transparency, accountability, and effective workload management.
10. Utilize strong problem-solving and analytical abilities to troubleshoot technical issues, identify root causes, and implement effective solutions.
11. Deliver consistent, high-quality user support through consultative customer service, clear communication with non-technical users, and alignment with PSD standards, policies, processes, and procedures.
12. Pursue continuous professional development by staying current on district technology standards, industry trends, and emerging skills.
13. Perform other duties as assigned.

EDUCATION AND RELATED WORK EXPERIENCE:

- Associates degree in electronics engineering technology, electronics technology, or computer technology
- Five years of experience in electronics repair and/or IT infrastructure support
- Ongoing professional development to maintain technical skills and organizational knowledge
- Equivalent combination of education and experience acceptable

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire
- Valid US driver's license
- CompTIA A+ Repair or equivalent certification preferred
- Vendor-specific certifications for authorized warranty repairs and self-maintainer status required within 6 months of start date

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Advanced skills in assessing, troubleshooting, repairing, testing, and maintaining endpoint devices, audio-visual systems, intercom systems, and other district-supported technology across multiple sites
- Advanced ability to diagnose and resolve complex hardware, software, and system issues, including identifying root causes and implementing effective corrective actions
- Strong skills coordinating and performing on-site installation, repairs, and upgrades for AV systems, sound systems, intercom systems, and structured network cabling in accordance with district standards.
- Strong knowledge of electronics, low-voltage systems, and audiovisual technologies, including integration with existing infrastructure and supported legacy systems
- Proficient knowledge of operating systems and endpoint environments, including Windows, ChromeOS, Linus, and macOS/iOS, as well as imaging, deployment, and configuration workflows used in district settings
- Proficient knowledge of district systems and management tools, including ServiceNow, Microsoft Configuration Manager, Entra ID, , Active Directory, Intune, JAMF, and Google Admin Console
- Working knowledge of network fundamentals relevant to field support, including TCP/IP, DHCP, DNS, VLAN concepts, and structured cabling standards

- Ability to read and interpret technical documentation, schematics, wiring diagrams, and installation guidelines
- Ability to document work clearly and accurately, including repair actions, installation details, ticket updates, and supporting technical notes
- Ability to collaborate effectively with technicians, vendors, contractors, school staff, and IT teams to complete work safely, efficiently, and to quality standards
- Ability to safely and effectively use diagnostic tools, electronic meters, hand~~held~~ tools, and power tools, and to work safely with ladders, lift, and in physically active environments
- Strong customer service and communication skills, including the ability to explain technical concepts to non-technical users and provide professional, responsive support
- Strong organizational, prioritization, and time-management skills, with the ability to manage multiple concurrent tasks and site-based assignments.
- Ability to work independently and as part of a team, demonstrating professionalism, integrity, and adaptability
- Ability to maintain honesty and integrity in all aspects of the job
- Ability and willingness to adhere to attendance requirements, including regular and punctual employee presence
- Ability to promote and follow Board of Education policies, District policies, administrative guidelines and building and department procedures
- Ability to communicate, interact and work effectively and cooperatively with people from diverse ethnic and educational backgrounds
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment, and report unsafe conditions to the appropriate administrator

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Advanced troubleshooting and repair knowledge of endpoint devices, computer peripherals, and audio-visual equipment
- Advanced troubleshooting, repair, and maintenance of intercom systems
- Operating knowledge of and experience with computer technology, peripherals, and media equipment
- Operating knowledge of and experience with typical office tools such as e-mail, productivity software, telephones, copiers, fax machines, etc.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	# of EMPLOYEES
Reports to:	Manager IT Deployment & Field Operations	
Direct reports:	This job has no direct supervisory responsibilities.	

STANDARD PHYSICAL DEMANDS & WORKING CONDITIONS: *Poudre School District is committed to the full inclusion of all qualified individuals. As part of this commitment, Poudre School District will ensure that qualified individuals with disabilities are provided reasonable accommodations. If reasonable accommodation is needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please contact ada@psdschools.org.*

PHYSICAL ACTIVITIES:	**Amount of Time**			
	None	**Under 1/3**	**1/3 to 2/3**	**Over 2/3**
Stand			X	
Walk			X	
Sit			X	
Use hands to finger, handle or feed				X
Reach with hands and arms				X
Climb or balance			X	
Stoop, kneel, crouch, or crawl			X	
Talk				X
Hear				X
Taste	X			
Smell		X		

WEIGHT and FORCE DEMANDS:	**Amount of Time**			
	None	**Under 1/3**	**1/3 to 2/3**	**Over 2/3**
Up to 10 pounds				X
Up to 25 pounds			X	
Up to 50 pounds		X		
Up to 100 pounds		X		
More than 100 pounds		X		

MENTAL FUNCTIONS:	**Amount of Time**			
	None	**Under 1/3**	**1/3 to 2/3**	**Over 2/3**
Compare				X
Analyze				X
Communicate				X
Copy		X		
Coordinate				X
Instruct			X	
Compute			X	
Synthesize			X	
Evaluate				X
Interpersonal Skills				X

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compile		X		
Negotiate			X	

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts		X		
Work in high, precarious places		X		
Fumes or airborne particles		X		
Toxic or caustic chemicals		X		
Outdoor weather conditions		X		
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock			X	
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	X
Depth perception	X
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	