Poudre School District

HUMAN RESOURCES DEPARTMENT

JOB DESCRIPTION

Job Title:	**IT Field Support Specialist II**	FLSA Status:	**Non-Exempt**
Job Family:	**Classified – Information Technology**	Pay Range:	**IT55H**
Prepared/Revised Date:	**August 1, 2026**	Job Code:	**38251**

SUMMARY: Responsible for providing advanced, field-based technical support for district technology systems while serving as the primary technical escalation point for field support operations. Resolve complex technical issues; lead and coordinate installations, repairs, and contracted work; and represent field operations within IT projects. Provide technical and operational guidance to Field Support Specialists, develop and maintain system standards and documentation, and support consistent, high-quality service delivery across all district locations.

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. Serve as the primary technical escalation point for complex, cross-system field support issues, providing advanced troubleshooting, root-cause analysis, and resolution guidance to Field Support Specialists and IT teams.
2. Perform and lead high-complexity installations, configurations, verification, and repairs for endpoint devices, audiovisual systems, intercom systems, sound systems, structured cabling, and related infrastructure across district locations.
3. Coordinate and oversee vendor and contractor work, ensuring installations, repairs, and system integrations meet district technical standards, quality expectations, and timelines.
4. Lead and support field-related project activities, including planning, scheduling, sequencing, risk identification, coordination with stakeholders, and validation of technical deliverables.
5. Represent field operations within IT project teams and meetings, providing technical expertise and operational input related to deployment impacts, supportability, and lifecycle considerations.
6. Develop, maintain, and own technical documentation, standards, procedures, workflows, diagrams, and knowledge base materials for supported field systems and operations.
7. Establish, refine, and enforce technical standards for audiovisual systems, intercom systems, structured cabling, repair operations, and other field-supported technologies to ensure consistency and quality across the district.
8. Provide technical leadership, mentoring, onboarding support, and training to Field Support Specialists and other IT staff related to supported systems, tools, workflows, and best practices.
9. Organize, manage, and forecast stock of repair parts, supplies, and consumables to support efficient and reliable field support operations.
10. Maintain accurate inventories of technology assets, equipment repair records, and lifecycle documentation using district systems and tools.

11. Update assigned tickets and tasks, recording progress and key details in tracking tools to uphold transparency and accountability.
12. Create and manage tasks in tracking systems as needed to maintain organization, prioritize workloads, and meet deadlines
13. Address issues as they arise, working collaboratively with team members to overcome challenges and achieve project objectives effectively.
14. Utilize strong problem-solving and analytical abilities to identify, troubleshoot, and resolve technical issues, determine root causes, and implement effective solutions to improve performance and efficiency.
15. Deliver consistent, quality user support by providing consultative customer service, resolving issues efficiently, and translating technical concepts into clear, user-friendly solutions.
16. Communicate effectively by translating technical concepts for non-technical audiences, collaborating across teams, and aligning solutions with district goals.
17. Pursue continuous professional development by staying current on district technology standards, industry trends, and emerging skills, while embracing challenges and maintaining a growth mindset.
18. Perform other duties as assigned.

EDUCATION AND RELATED WORK EXPERIENCE:

- Associates degree in electronics engineering technology, electronics technology, or computer technology
- Eight 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 six months of start date

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Advanced skills in assessing, troubleshooting, repairing, testing, and maintaining complex endpoint, audiovisual, intercom, and low-voltage systems, including equipment requiring specialized tools, techniques, or vendor authorization.
- Advanced ability to diagnose multifaceted technical issues across integrated systems, identify root causes, determine corrective actions, and guide other technicians through resolution.
- Advanced skills coordinating multi-department technical installations and repairs, including AV systems, sound systems, intercom systems, and structured network cabling, ensuring compliance with district technical standards and project requirements.
- Advanced knowledge of electronics, low-voltage systems, system architecture, and modern AV and intercom technologies, including integration with legacy systems and emerging platforms.

- Advanced knowledge of district endpoint and systems environments, including operating systems (Windows, ChromeOS, Linux, macOS/iOS), imaging solutions, endpoint deployment workflows, and system-level configuration practices.
- Advanced knowledge of enterprise and field operations tools, including ServiceNow, Microsoft Configuration Manager, Entra ID, Intune, Active Directory, JAMF, Google Admin Console, and related systems.
- Advanced understanding of network fundamentals relevant to field operations, including TCP/IP, DHCP, DNS, VLAN concepts, structured cabling standards, and basic switching behavior.
- Ability to design, develop, and maintain technical documentation, including operational procedures, standards, workflows, diagrams, and knowledge base materials.
- Ability to lead and support technical projects, including planning, sequencing, coordination, stakeholder communication, risk identification, and validation of deliverables.
- Ability to evaluate vendor and contractor work for compliance with district specifications and quality standards, identifying issues and supporting corrective action as needed.
- Ability to mentor, train, and support Field Support Specialists and technical staff, providing guidance on troubleshooting techniques, system use, repair processes, and emerging technologies.
- Ability to research and analyze technical documentation and apply new knowledge to system improvements, technology evaluation, and operational workflow refinement.
- Ability to coordinate and guide multi-site field operations to ensure consistency of technical practice, documentation, and service delivery across district locations.
- Strong organizational, record keeping, prioritization, and time-management skills, with the ability to manage multiple simultaneous tasks, projects, and support activities.
- Strong customer service and communication skills, with the ability to explain complex technical concepts to non-technical users and collaborate effectively with diverse stakeholders.
- Ability to safely and effectively use diagnostic equipment, electronic meters, hand tools, and power tools, and to work safely with ladders, lifts, and in physically dynamic environments.
- Ability to work independently and collaboratively with professionalism, integrity, discretion, and adherence to district policies, safety requirements, and attendance expectations.
- 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 personal computers, peripherals and media equipment
- Operating knowledge of and experience with standard office tools such as email, productivity software, telephones, copier, fax machine, etc.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	# of EMPLOYEES
Reports to:	IT Deployment & Field Operations Manager	
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		

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
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
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

VISION DEMANDS:	Required
Peripheral vision	X
Depth perception	X
Ability to adjust focus	X

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