Poudre School District

HUMAN RESOURCES DEPARTMENT

JOB DESCRIPTION

Job Title:	**IT Warranty Repair Technician**	FLSA Status:	**Non-Exempt**
Job Family:	**Classified – Information Technology**	Pay Range:	**IT30H**
Prepared/Revised Date:	**August 1, 2026**	Job Code:	**38252**

SUMMARY: Responsible for operating as level-2 support for send-in electronic equipment repair and processing, supporting warranty, vendor, and internal repair workflows. Responsibilities include operating a laptop repair depot, performing device diagnostics and quality assurance, supporting warehouse deployment activities, managing electronic recycling processes, and maintaining accurate asset and 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 repair, warranty, and depot processing for laptops, endpoint devices, peripherals, audiovisual equipment, and other district-supported technology, including diagnostics, repair, documentation, and post-repair quality assurance testing.
2. Operate and maintain the district's device repair depot, determining appropriate repair paths based on diagnostics, warranty eligibility, and vendor or internal repair processes.
3. Coordinate and process warranty and vendor repairs, ensuring accurate documentation, tracking, and timely return of devices to service.
4. Perform onboarding, configuration validation, and quality-control testing for newly purchased and repaired devices prior to deployment.
5. Support warehouse and deployment operations by assisting with device staging, tagging, palletizing, inventory handling, preparation for delivery, and related logistics activities.
6. Maintain accurate device inventory, repair records, and asset data using district tracking and management systems.
7. Operate and support the district's electronic recycling and device disposition processes in accordance with district procedures and safety requirements.
8. Organize and maintain stock of repair parts, tools, and supplies to support efficient repair and depot operations.
9. Provide backup assistance to Field Support Specialists and other team members when additional support is needed to complete assigned tasks.
10. Update assigned tickets and tasks, recording progress and key details in tracking systems to ensure transparency, accountability, and effective workload management.
11. Utilize problem-solving and analytical skills to troubleshoot device-level issues and identify appropriate repair solutions.

12. Communicate effectively with team members and stakeholders regarding repair status, issues, and required follow-up.
13. Pursue ongoing professional development to maintain technical skills and remain current with district technology standards and supported devices.
14. Perform other duties as assigned.

EDUCATION AND RELATED WORK EXPERIENCE:

- High School Diploma and active effort towards or completed degree in an IT related field
- Work experience in electronic repair area
- 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
- Must meet District driver insurability requirements
- 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 electronic equipment assessment, disassembly, repair, reassembly, and testing
- Advanced knowledge of computer operations, troubleshooting, repair, and testing
- Knowledge of electronics and electronic systems principles
- Knowledge of various hardware platforms utilized such as Televisions, Interactive Televisions, Projectors, High End Audio Systems, Intercom Systems, etc.
- Knowledge of various software applications utilized in conjunction with interactive educational platforms, projection systems and LCD display systems
- Knowledge of computer operations, operating systems (Windows, ChromeOS, Linux, macOS/iOS), imaging solutions, endpoint deployment workflows, and system level configuration approaches used in district environments.
- Knowledge of ServiceNow, Microsoft Configuration Manager, Entra ID, Intune, Active Directory, JAMF, Google Admin Console, and other enterprise management tools used for field operations.
- Knowledge of network concepts including TCP/IP, DHCP, DNS
- Ability to read and interpret schematics and technical data
- Ability to use electronic meters and test equipment
- Ability to troubleshoot complex electronic equipment and systems – including the use, testing, and analysis of distributed audio, audiovisual and computer equipment/systems
- Ability to use handheld and power tools
- Ability to install, configure, and troubleshoot hardware, software, and peripherals of all types

- Strong customer service skills with ability to provide excellent customer service via written communication, on the phone, and face-to-face
- Strong interpersonal skills
- Organizational, record keeping, and time management skills
- Oral and written communication skills
- English language skills
- Ability to do detailed research, read and understand trade and technical publications, and apply skills acquired through such research
- Ability to participate and work in a collaborative team environment
- Ability to maintain confidentiality in all aspects of the job
- Ability to safely utilize and operate ladders and small to medium sized lift equipment
- 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.
- 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, 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		
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	