EAU CLAIRE AREA SCHOOL DISTRICT

JOB DESCRIPTION

Job Title	Information Technology Field Technician
Department	Technology
Reports To	Service Supervisor
Classification	Hourly Classified
Location	District Office
Salary	On Schedule
Length of Contract	12 Months

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees may be required to follow other job-related instructions and to perform other job-related duties as requested, subject to all applicable state and federal laws. Certain job functions described herein may be subject to possible modification in accordance with applicable state and federal laws.

Job Summary

The Information Technology Field Technician will assist with operations, troubleshooting, and maintenance of the technology infrastructure and systems of the Eau Claire Area School District and act as the primary ECASD Helpdesk incident resolution specialist.

Essential Job Functions

- Support the successful pursuit of the District Strategic Plan and Priorities as well as School Improvement Plans by defining, delivering, and supporting the implementation of information technologies.
- Provide coverage and support for Information Technology Department as directed by supervisor.
- Monitor District Helpdesk and provide Tier 1 level support for general incident resolution and or escalate properly along with acting as an escalation point for Tier 2 level support if the Field Technician has been assigned as a "subject matter expert" for the resource.
- Troubleshooting equipment, advising the customer on how to use the equipment, building relationships with customers
- Configure devices as directed.
- Analyze log files, investigate, and correct or record errors discovered.
- Assist with network account troubleshooting.
- Assess and perform "Bench Level" repair on audio visual and electronic components.
- Develop and maintain repair processes, focusing on developing efficiencies.
- Clearly document features, technical specifications, and infrastructure requirements for self-produced technical work and job processes.
- Ensure regularly scheduled technical maintenance tasks are accomplished on time.
- Provide service and support during field visits and tie workflow to schedules to ensure maximum efficiency.
- Manage all on-site installation, maintenance, repair, and testing tasks and ensure proper documentation of all related processes.
- Diagnose errors and technical problems and determine proper solutions to produce timely and detailed service reports.

- Collaborate with the technical team and share information across the organization to build positive relationships with clients and coworkers.
- Satisfy customer needs by making appropriate recommendations and briefings using appropriate field automation systems, procedures, and protocols.
- Establish assistance by studying system requirements, including ordering and gathering essential components and parts, completing the installation, and performing quality assurance tests.
- Maintain customer satisfaction by using creativity and ingenuity to investigate complaints, identify resolutions, suggest enhanced operating techniques, and recommend system improvements.
- Service existing accounts by analyzing work orders, planning a daily travel schedule, reviewing concerns, conducting tests, and resolving problems.

Ancillary Job Functions

- Demonstrate the ECASD values of commitment, collaboration, trust, respect, excellence, and accountability.
- Utilize personal communication as a primary means to bring people together and build trust.
- Keep stakeholders informed and gather critical feedback to improve processes and relationships.
- Leverage individual abilities to compliment colleagues' needs, recognize self-weaknesses, and willingly pursue growth opportunities and trainings that will strengthen our team and support the District's mission.
- Maintain knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, benchmarking state-of-the-art practices, and participating in industry related user groups.
- As part of a Knowledge Base Team, authors, reviews, improves, and provides initial approval of documentation related to troubleshooting protocols, issue resolution, training guides, maintenance schedules, configurations, and processes submitted by colleagues.
- Contributes to team effort by accomplishing related tasks and projects as needed or assigned.

Required Qualifications – Required qualifications to effectively perform the job at the time of hire. An equivalent combination of education, training, and experience will be considered. Additional requirements and/or substitutions may be requested and require the approval of HR.

- Associate Degree in a technology related field or equivalent working experience.
- Minimum two years of experience working with technology systems and experience with customer service roles.
- Knowledge of standard diagnostic and troubleshooting procedures utilized to service audiovisual, computer, and other technology equipment.
- Knowledge of Microsoft Active Directory and current Microsoft Operating Systems.
- Must maintain a valid driver's license and be able to provide transportation to move throughout the District as needed.

Preferred Qualifications – Highly desired education, training, and/or experience that may be helpful in performing the job, if applicable.

- Proficiency in Technical Writing
- Attainment of the following certifications or respective current equivalents:
    - Apple Certified iOS Technician

    - Casper Technician (CCT)
    - CompTIA A+
    - CompTIA Net+
    - Google Apps Administrator
    - Dell or Hewlett Packard Authorized Repair Technician
    - Information Technology Infrastructure Library Foundation Certification in IT Service Management
    - Microsoft Certified Solutions Associate for current Windows operating system
    - Microsoft Technology Associate certification in IT Infrastructure
- A working knowledge of the following:
    - IT Management Software for Helpdesk
    - IP Telephony
    - ITIL and ITSM
    - Low Voltage systems, primarily for audio and video
    - Office 365 services including SharePoint
    - Public Address Systems
    - Network print systems
    - Synchronized Clock Systems
    - Uninterruptible Power Supplies
- Bilingual with proficiency in Spanish or Hmong.

Knowledge, Skills, and Abilities – May be representative, but not all-inclusive, of those commonly associated with this position.

- Ability to work independently with minimal supervision
- Ability to communicate clearly with individual computing users on all levels – in small groups, one on one and in writing.
- Ability to focus on detailed work for extended periods of time.
- Demonstrated ability to develop and deliver multiple assignments on time and maintain an efficient/timely daily work schedule.
- The ability to effectively document technical work.
- Must be open to cross-training and have flexibility in duties as assigned.
- Ability to safely operate power hand tools.
- Reliable transportation between district locations in compliance with District driving policy.
- Ability to attend off-site training and industry conferences as directed.
- Demonstrates an understanding and use of differentiation in educational practices to address the achievement gaps.
- Ability to serve as a positive role model for students, demonstrating responsible and thoughtful behavior.

Work Environment – Environmental or atmospheric conditions commonly associated with the performance of the functions of this job.

- Normal office environment and moderate noise levels.

Physical Requirements – The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Frequently required to sit and work at desk/computer for extended periods of time.
- Frequently required to stand for prolonged periods, up to six hours in an eight-hour day.

- Must be able to have repetitive wrist/hand/finger movement to work on computer and/or related office equipment.
- Must be able to hear, stand/walk, reach with hands/arms, and stoop/kneel/crouch/climb ladders.
- Must have close- and long-range clarity of vision, three-dimensional vision, and precise hand eye coordination.
- Required to drive to other locations.
- Required to lift, up to 50 lbs. from floor to desktop cart.
- Required to lift, up to 15 lbs. overhead while standing on a ladder.
- The employee shall remain free of any alcohol or illegal substance in the workplace in compliance with Policy 4122.01 throughout his/her employment in the District.