AUSTIN ISD
JOB DESCRIPTION

JOB TITLE:	**BD PART TIME SPECIALIST WARRANTY AND INVENTORY**			FLSA STATUS:	**NON-EXEMPT**
PAY GRADE:	**P/T IT 3**	DUTY DAYS:		DATE REVISED:	**04/15/2025 HC**
FUNDING SOURCE:	**THIS POSITION IS BOND FUNDED.**				

MINIMUM QUALIFICATIONS:

A high school diploma or equivalent is required. Two (2) years of related experience in inventory management and customer service is required. One (1) year of technology support experience is preferred.

SKILL REQUIREMENTS:

The incumbent must have the ability to accurately record and manage inventory. This position requires troubleshooting skills for technology devices provided to students and staff. The incumbent must be able to diagnose common issues on devices prior to distribution and coordinate repairs through warranty, and ensure each device meets the standards set by the department. Incumbent should have strong interpersonal skills and communication skills and be able to respond to inquiries from parents, teachers, students, administrators, and/or staff members. This position requires acceptable office skills, including the use of computers, spreadsheet applications, and common business machines.

JOB PURPOSE AND RESPONSIBILITY:

This position assists with the management of device inventory funded by the bond. Incumbent collaborates with the District warranty technicians on administrative tasks required for damaged devices.

ESSENTIAL FUNCTIONS:

- Diagnose physical damages to send to warranty repair vendors.
- Document physical damage information onto warranty forms.
- Sort devices by category of repair needed per warranty repair vendor's requirements for processing at their repair depot.
- Process in-house repaired devices from warranty technicians for redistribution to staff and students.
- Document End-of-Life devices for removal per District fixed asset processes.
- Update inventory asset management of changes to staff or student assignments.
- Update device enrollment system for assets with missing or incorrect data.
- Create and manage reports on device repair statistics.
- Prepare damaged devices to be shipped out to warranty repair vendor depot and receive repaired and/or replacement devices from warranty repair vendor depot.
- Create and assign new device tags to replacement devices received and apply onto the devices.
- Create replacement device tags for missing or damaged tags and apply them onto the devices.
- Enroll devices into the District network, device management system, and inventory asset management system.

- Document data received by warranty repair vendors regarding repaired devices, repairs not covered by warranty, or returned devices that have been misdiagnosed.
- Process service tickets regarding the return of staff devices from existing staff, which includes confirming device assignment, scheduling drop-off appointments, and following up with former staff when devices are not returned by set deadlines.
- Process returned staff devices by clearing assignment in inventory asset management system and providing receipts to staff.
- Clean and disinfect returned devices and accessories for redistribution.
- Evaluate returned devices for any physical damages and submit service tickets for warranty repairs.
- Reimage returned devices in accordance with data removal policies.
- Run a diagnostic program to identify any issues with devices to ensure functionality prior to distribution.
- May assist with high volume staff device distributions, which includes troubleshooting login issues or password resets, or performing account synchronization if password reset fails.
- May provide basic information and instruction to new hires on the use of staff devices which includes best practices for device care and how to navigate the District staff portal.
- Collect and scan signed equipment use agreements for staff devices into electronic filing systems and indexing and filing documents in appropriate folders.
- May assist with screening and greeting visitors to the technology offices, notifying the appropriate contact or escorting to the designated area or office.
- May assist with notifying department staff of packages received from various delivery services.
- Provide an exceptional customer experience for all AISD stakeholders with intentional and professional practices that promote a culture of respect.

OTHER DUTIES AS ASSIGNED:

Perform required tasks as assigned; however, all employees are expected to comply with lawful directives in rare situations driven by need where a team effort is required.

PHYSICAL EFFORT AND WORK ENVIRONMENT:

This position involves working in a standard office environment either at AISD Headquarters or at the campus, which may be crowded and congested with considerable interfering noise levels. Computer use is required, and prolonged use may result in repetitive hand motion. This position may involve rare exposure to blood or body fluids. Regular attendance is required for this position.

PERSONAL WORK RELATIONSHIPS:

This position reports directly to the appropriate supervisor of the department. This position will have frequent contact with technology support staff and contractors employed by the Technology Office. Incumbent will provide guidance to campus and administrative staff, and the general public.

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The Austin Independent School District provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

I have read & acknowledged the job description above.

Employee Signature:		**Date:**	