

Position Title:	IT Support Technician Level II (Field Support)	PCN:	
Department/School:	Information Technology Customer Support	Location/Address:	3999 Bridgeview Drive N. Charleston, SC 29405
Reports to(Title only):	IT Specialist	Work Hours	7:00 am to 3:30 pm
Salary/Position Category:	☐ Non-Certified Administrator ☐ Certified Administrator ☒ Non-Exempt Hourly ☐ Teacher		
Class Title/ DBM (to be completed by HR)	B23I	Position # of days	240
Travel Required	Daily travel to various CCSD locations	FLSA Status	☐ Exempt ☒ Non-exempt

Job Description

JOB PURPOSE/REASON:

This position exists to provide to assist personnel with installation, configuration and ongoing usability of system hardware and software This includes hardware, software and peripheral equipment.

REQUIRED QUALIFICATIONS:

EDUCATION: ☒ High School Diploma or Equivalent ☐ Associate's Degree ☐ Bachelor's Degree
☐ Master's Degree ☐ Other

EXPERIENCE & TRAINING:

Associate Degree or IT Certification

OR

1 year of IT experience in lieu of degree/certification

LICENSING/CERTIFICATION:

Valid Drivers License with satisfactory driving record

OTHER SKILLS/REQUIREMENTS:

Excellent customer service and communication skills (verbal & written)
Strong analytical and troubleshooting skills
Working knowledge of IT equipment
Basic understanding of network design and operation
Professional demeanor

PREFERRED QUALIFICATIONS:

4 -5 years of IT experience
Experience using HEAT or other Service Request software system
IT Certification
Experience terminating or troubleshooting infrastructure cabling

SUPERVISION RESPONSIBILITY (IF APPLICABLE):

Direct Reports: ___ # of non-exempt/classified ___ # of exempt/administrators/teachers
Indirect Reports: ___ # of non-exempt/classified ___ # of exempt/administrators/teachers

PRIMARY POSITION RESPONSIBILITIES:

1. Install, test, and maintain approved technology hardware, software and peripheral equipment. These systems include, but are not limited to computers, printers, software interactive display panels, classroom sound enhancements systems, telephones and mobile devices. Mobile devices include, iPads, Chromebooks, iPhone and Android devices.
2. Use reason, logic and IT skills to prioritizes and solves technology problems in an expeditious manner.
3. Communicate with CCSD personnel and IT staff via email, telephone and through work order system in a professional manner with timely and accurate information.
4. Perform preventative maintenance on equipment.
5. Test and termination of data cabling
6. Maintain vehicle in a clean and organized manner. Practices safe driving skills.
7. Perform all other duties as assigned by the Supervisor.
8. Follow established safety procedures.

PRIMARY POSITION RESPONSIBILITIES, CONTINUED:

SECONDARY POSITION RESPONSIBILITIES

1. Review current developments, literature and technical sources of information related to position.
2. Provide feedback regarding technical issues to the appropriate staff member.
3. Attend meetings and collaborates with others.

PHYSICAL/MENTAL REQUIREMENTS:

Lifting of light objects above head.
 Dexterity of hands and fingers to operate a computer keyboard, mouse and to handle other components.
 Lifting and transporting of moderately heavy objects such as telecommunications equipment and peripherals.
 Use of 8 ft ladders.
 High degree of stress at times.
 Ability to manage deadlines and work independently.
 Ability to travel, sometimes in heavy traffic to remote locations to assist customers.
 Strong sense of discretion and confidentiality required.

NOTE: The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of essential functions, responsibilities or requirements. This job description must not be misconstrued as a promise of employment, nor deemed as an employment contract.

Department Head	Judith Wyndam	Date	3/12/19
Associate/Chief/Executive Director		Date	
Superintendent (if applicable)		Date	
Human Resources		Date	