

<b>Durham Public Schools</b>	<b>Information Technology</b>
<b>Job Description</b>	<b>IT Support Technician Tier I</b>

**JOB TITLE:** IT Support Technician Tier I

**REPORTS TO:** IT Support Technician Team Lead

**SALARY:** Based on State and Local Salary Schedules

**STATUS:** TBD/Hourly/Over-time Eligible

**SUMMARY:** The IT Support Technician Tier I is a member of the Information Technology department at Durham Public Schools. This role is the first line of contact for customers experiencing issues or requests related to installation, configuration, operation, and management of Durham Public School's technology estate.

### **Responsibilities**

- Provide first line investigation and diagnosis of incidents and requests.
- Support personal computer systems by installing, configuring, and maintaining hardware and software.
- Troubleshoot basic to moderate level technical issues and requests.
- Resolve issues and requests in accordance with Service Level Agreements; otherwise escalate to appropriate level II personnel and follow standard operating procedures as agreed upon regarding ticket ownership.
- Participates in efforts to continuously improve IT Support performance in the areas of issue resolution efficiency, data accuracy, escalation accuracy, response times, and customer satisfactions.
- Contributes to knowledge base by documenting known errors, workarounds, procedures, and application specific information.
- Contributes to IT Support project requests as needed.
- Ability to travel to all Durham Public School's sites.
- Ability to support schedule rotations, with some evenings, weekends, for support, maintenance, or other project work.

### **Minimum Education, Qualifications, Experience, and Requirements**

- High school diploma or general education diploma (GED) required.
- Associates degree or higher in an Information Technology related field or 2-3 years of equivalent professional experience in the Information Technology field, or equivalent strongly preferred.
- Must possess strong customer service skills, both written and oral, and ability to communicate to both technical and non-technical personnel.
- Experience with Incident Management Software.
- Solid working knowledge of the following:
  - Active Directory
  - Windows 10
  - Office 365

- Printer Support
- Employees frequently are required to use their hands and fingers to repair equipment or feel and reach with hands and arms. The employee is regularly required to stand, walk, kneel, and crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.
- Possess and maintain valid North Carolina driver's license.

**PHYSICAL REQUIREMENTS:**

Must be able to exert up to 50 pounds of force occasionally and/or a negligible amount of force to move objects constantly; work considered light work. Light work requires walking or standing to a significant degree.

**DISCLAIMER:**

The statements of the job description are intended to describe the general nature and level of work performed by an employee in this category. The description does not contain an exhaustive list of all responsibilities, duties, skills and other requirements necessary of employees to perform in this position.

**I, the undersigned, acknowledge that I have read and understand the requirements of my job description as contained herein and described by my supervisor.**

Employee Signature:

Date: