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**Job Title:** Device Technician

**Pay Grade:** AUX7

**Reports to:** Chief of Technology

**Status:** Non-Exempt

**Dept./ School:** Technology

**Date Revised:** 11.2025

**Primary Purpose:**

Provides district technical support including, but not limited to, technical advice on equipment setup and operation, general troubleshooting, and software installation. The technician will work in both PC and Apple environments. Installs, configures, repairs, and analyzes computer associated equipment. Programs routine settings on systems including desktops, printers, and software. Uses discretion and judgment to organize and perform requested services promptly. Frequently requires the analysis of facts and circumstances to solve problems within the limits of accepted practices.

**Qualifications:**

**Education/Certification:**

- High school diploma or GED
- A degree in related field or A+ Certification must be completed within 9 months of employment
- Must have a valid Texas Driver's license with good driving record
- Applicants must have satisfactory outcome of fingerprinting background check. Non-refundable fee (approximately \$50.00) paid by the applicant, before continuing within the process towards possible employment

**Special Knowledge/Skills:**

- Knowledge of computers (PC & Apple) and software systems and environments
- Knowledge of Audio-Visual environments including projection and/or audio/studio management
- Knowledge of troubleshooting and repair strategies for computer systems
- Good communication skills (written reports, procedures, and histories)
- Ability to work outside schedule hours when needed.

**Experience:**

- Experience in a technical support environment

## **Major Duties and Responsibilities**

### **Network Responsibilities**

1. Maintain a sense of urgency while dealing with multiple tasks and turning around service orders and repairs to staff members as quickly as possible.
2. Provide support to the user community including identifying, researching, and resolving technical problems.
3. Work with Apple and PC Tech Support to order parts and resolve issues.
4. Respond to telephone calls, e-mails, and help desk requests for technical support.
5. Bulk-image machines for new devices.
6. Install approved software releases, system upgrades, and patches and resolve software related problems.
7. Maintain, analyze, troubleshoot, and repair computer systems, repair or replace components in laptops, desktops, printers, and other peripherals.
8. Orders and receives parts and managing inventory of parts.
9. Inventory new equipment to help minimize loss.
10. Rely on experience and judgment to plan and accomplish goals.
11. Must have the ability to recognize problem areas, define solutions, and implement those solutions in a timely manner.
12. Interact with district staff to resolve issues pertaining to Technology.
13. Investigate errors and problems; perform root cause analysis to provide permanent resolutions.
14. Receive and transport new equipment when necessary.
15. Work with IT team to identify and implement plans for technology upgrades and deployments.
16. Pickup and delivery of district equipment for repairs when necessary.
17. Provide remote support when applicable for computer systems to minimize downtime.
18. Willing to work before or after normal operating hours to minimize district downtime when an adverse situation occurs.
19. Participate in continued education of all Apple and PC products and services. Acquire additional certification if deemed necessary.
20. Audio support for district events including setup and management of sound systems, PA equipment and playlists (according to knowledge, skill, and experience)
21. Perform other IT functions as workflow permits.
22. Attendance at work is an essential job function.
23. Perform all other duties as assigned.

### **Working Conditions:**

The role of Device Technician requires regular physical activity including but not limited to: carrying and moving equipment, use of ladders and lifts, regular driving to multiple locations in a day, regular pivoting of priorities as determined by district need.

### **Mental Demands/Physical Demands/Environmental Factors:**

Maintain emotional control under stress. Frequent standing, stooping, bending, pulling, and pushing.

**Environmental Factors:**

**Exposure to:** temperature extremes (hot or cold), humidity extremes, noise, low or intense illumination, vibration, biological hazards (communicable diseases, bacteria, insects, mold, fungi, etc.), chemical hazards (asbestos, fumes, vapors, gases, dust, smoke, etc.), electrical hazards

**Work:** outside, around moving objects, around machinery with moving parts, slippery surfaces, uneven surfaces, alone, prolonged, or irregular hours, unusual fatigue factors (hours), low light conditions, confined spaces, under buildings, at heights and in attics.

**Edgewood Independent School District does not discriminate against any employee or applicant for employment because of race, color, religion, sex (including pregnancy, sexual orientation, or gender identity), age, national origin, disability, military status, genetic information, or on any other basis prohibited by law.**

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The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Approved by \_\_\_\_\_ Date \_\_\_\_\_

Reviewed by \_\_\_\_\_ Date \_\_\_\_\_