Position Title: User Device Technician

Contract Length: 12 Months

Date: 09/29/10
Date of Last Revision: 11/22/19

Job Code: IT0805 Pay Grade: 27 FLSA Status: Non-Exempt

Job Family – Information Technology

JOB SUMMARY

Provides day-to-day tier three technical support to employees for network infrastructure and end user access devices including workstations, laptops, printers, phone sets, LAN servers, hand-held devices, portable learning devices, basic audio/visual gear and educational technologies. Completes the definition, design, images, and tier three support of end users computing devices. This User Device Technician (UDT) position differs from the Customer Service Specialist (CSS) position in that the UDT position defines, selects, designs, images, and provides third tier support. The CSS position is focused on service resolution, incident management, and providing the first two tiers of support.

Installs, configures and troubleshoots systems, servers and network issues. Develops, analyzes and maintains tools that support and automate processes for hardware or software product release. Communicates highly technical information to both technical and nontechnical personnel, and recommends hardware and software solutions, including new acquisitions and upgrades. May be involved in supporting conferences and large training meetings of users coming together in one location. Works on problems of diverse scope where analysis of data requires evaluation of identifiable factors. Demonstrates good judgment in selecting methods and techniques for obtaining solutions. Interacts with senior internal and external personnel.

Use of this job family outside of centralized IT requires approval from the Chief Technology Information Officer.

MAJOR DUTIES & RESPONSIBILITIES

List most important duties first

1. Provides day-to-day tier three technical support to employees for end user access devices including workstations, laptops, hand-held devices, portable learning devices, basic audio/visual gear and educational technologies.

2. Maintains passwords, data integrity and file system security for the end user devices.

3. Writes installation scripts and programs for installation of products.

4. Installs and troubleshoots systems.

5. Completes the definition, design, and images of end users’ computer devices following approved standards.

6. May conduct training programs designed to educate an organization’s computer users about basic and specialized applications.

7. Performs other job-related duties as assigned.
# Houston Independent School District
## Job Description

### EDUCATION
Associate’s Degree; prefer Bachelor’s Degree
In lieu of an Associate’s degree, additional equivalent and directly related education and experience, as determined by Human Resources and the hiring manager, can fulfill the degree requirement. Equivalent experience is 2 years in a related field, in addition to the minimum experience requirement of 2 years.

### WORK EXPERIENCE
2-5 years

### TYPE OF SKILL AND/OR REQUIRED LICENSING/CERTIFICATION
Uses skills as a seasoned, experienced professional with a full understanding of industry practices and company policies and procedures; resolves a wide range of issues in imaginative as well as practical ways. This job is the fully qualified, career-oriented, journey-level position. Has completed all basic certifications in area of specialty. Basic office equipment and Microsoft Office.

### LEADERSHIP/SUPERVISORY RESPONSIBILITIES
No supervisory or direct people management responsibilities. May provide occasional work guidance, technical advice and training to staff.

### WORK COMPLEXITY/INDEPENDENT JUDGMENT/BUDGET AUTHORITY
Work is substantially complex, varied and regularly requires the selection and application of technical and detailed guidelines. Independent judgment is required to identify, select, and apply the most appropriate methods as well as interpret precedent. Position regularly makes recommendations to management on areas of significance to the department. Supervision received typically consists of providing direction on the more complex projects and new job duties and priorities.

No budget development activity is required.

### PROBLEM SOLVING /IMPACT OF DECISIONS
Decisions are made with greater freedom and discretion, including recommendations that are subject to approval on matters that may affect multiple departments across HISD. Job is frequently expected to recommend new solutions to problems, to improve existing methods/procedures/services and generate new ideas. May also review decisions made by other individuals on more routine matters.

Decisions have moderate impact to the facility/department or division, causing increased satisfaction or dissatisfaction; producing efficiencies or delays; promoting or inhibiting personal intellectual or professional development; and/or contributing to financial gain or expense. Errors may be serious, usually not subject to direct verification or check, causing losses such as improper cost calculations, overpayment or improper utilization of labor, materials or equipment. Effect usually confined to the organization itself and is short term.

### COMMUNICATION/INTERACTIONS
Collaborate and solve problems – works with others to resolve problems, clarify or interpret complex information/policies, and provide initial screening/negotiations without approval authority. Interactions are typically with customers, senior level professional staff, and managers. Strong communication and interpersonal skills required to understand, troubleshoot and calm problem situations.

### CUSTOMER RELATIONSHIPS
Makes routine or required customer actions to meet customer needs. Responds promptly and accurately to customer complaints, inquiries and requests for information and coordinates appropriate follow-up. May handle escalated issues passed on from co-workers or subordinates.

### WORKING/ENVIRONMENTAL CONDITIONS
Work is normally performed in a typical interior work environment which does not subject the employee to any hazardous or unpleasant elements. Repetitive motion: Substantial movements of the wrists, hands, fingers, and/or upper body for sustained periods of time, including using extremities to drag, push, pull or grasp. Employee is expected to be able to commute to multiple work sites in a day and perform dispatched resolution. Sitting: Particularly for sustained periods of time. May have to lift up to 50 pounds. Work is normally set to specified shifts. This position is expected to be goal and customer service focused. During times of emergencies, outages and project planned work; employees are expected to be on call and available until the event is addressed. During system conversions, extra effort may be required in order to ensure the roll out of the system is successful.