

Job Title: Computer Technician 2 **Wage/Hour Status:** Non-Exempt

Reports to: Director of Technology **Pay Grade:**

Dept/School: Technology **Date:** 08/21/2024

Primary Purpose:

Provides technical support for end-user computing devices, including desktops, laptops, and student devices. Troubleshoots and resolves end-user device issues, either in-person or remotely. Provides escalated support for JISD staff and students.

Qualifications:

- High School diploma or equivalent required.
- 2 years of relevant experience required.
- Ability to travel between work sites required.
- Flexibility to work shifts necessary to accommodate 24/7/365 coverage, which may include nights, weekends, and holidays required.
- Proven aptitude to work well in a team or independently with minimum supervision.
- One or more of the following: A+, CCNA, Google IT Support Professional, Microsoft Azure Fundamentals, CISS, preferred.
- Experience in Chromebook repair.
- Proficient in hardware break/fix and troubleshooting.
- Knowledge of MACS, Chromebooks, and other peripheral devices
- Exceptional customer service skills required Logical thinker with good problem-solving skills required.
- Valid Texas driver's license with appropriate insurance coverage

RESPONSIBILITIES:

- Manages endpoint device setup, configuration, maintenance, and deployment to supported user populations.
- Assists with developing strategy for support of endpoint devices, including renewal/replacement recommendations and the use of technologies, such as remote troubleshooting tools, virtual desktop technologies, etc.
- Responds to customer requests, received either via the Service Desk or directly from end-users, based on urgency and established service levels. Troubleshoots and resolves device-related OS, connectivity, or application issues.
- Utilizes technical expertise to diagnose and resolve increasingly complex problems related to client technologies. Proactively identifies issues that can be handled before a ticket is submitted. Gathers feedback and addresses or brings to management.
- Participates in project implementations by completing assigned tasks, providing appropriate communication to project managers and keeping track of progress, reporting back to project manager.
- Maintains constant communication with team to ensure coverage of all calls. Ensures all campuses are covered and if necessary, relocates to provide coverage.
- Assists with testing and deployment of new and replacement systems, printers, and other peripherals, ensuring customer satisfaction, accuracy, timeliness, and priority are all met.
- Conducts 1:1 training with customers on the use of hardware and applications as needed. Mentors and trains new employees.

- Keeps abreast of current desktop and LAN technologies through continuing education, journal review, web searches, and formal seminar opportunities.
- Maintains working knowledge of a wide range of applications and technologies.
- Other duties as assigned.
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Professional Growth and Development:

- Attend staff meetings and participate in conferences and other training to enhance job performance.
- Seek out professional development opportunities and maintain professional licensure and certifications.
- Promote the district's interest in increasing student achievement by always working with students' educational interests in mind.
- Maintain positive communication with colleagues, community members, parents, and students to promote increased community engagement in education.

Mental Demands/Physical Demands/Environmental Factors:

- **Tools/Equipment Used:** Standard office equipment including personal computer (PC), peripherals, and video/instructional equipment; hand tools and test instruments for electronic repairs and cable installations.
- **Posture:** Prolonged sitting; occasional bending/stooping, pushing/pulling, and twisting
- **Motion:** Repetitive hand motion; frequent keyboarding and use of mouse; occasional reaching
- **Lifting:** Moderate lifting and carrying (up to 45 pounds); occasional heavy lifting (over 45 pounds)
- **Environment:** Work schedule extends to evenings and weekends, occasionally; frequent districtwide travel to multiple campuses required
- **Mental Demands:** Work with frequent interruptions; maintain emotional control under stress.