Job Description

Position Title:	Field Service Technician, II
Job Title:	Field Service Technician, II
Function:	Information Technology
Family:	IT Service Delivery

Reports to:	Field Service Supervisor	Pay Grade:	N13
Terms of Employment:	• 230 days per year. • At Will employment agreement • Salary is in the pay grade N13 on the Non-Exempt SAISD Compensation Plan. • Entry hourly rate is $22.13 with consideration for directly related experience.	FLSA Classification:	Non-Exempt
Funding Source:	• This position is locally funded.		

Job Scope

Use some independent judgement and familiarity of the field to perform work. May provide input into the development of policies and procedures. May be responsible for administration of moderate complexity departmental programs.

Position Summary

The position is responsible for ensuring the proper day-to-day operation of technology applications and equipment. Responsibilities will include providing desk-side telephone support and IT assistance in resolving technology support issues, performing installations, repairs and upgrades, system backups, and other maintenance related tasks. The Field Service Technician will be proficient in commonly used business applications, and assist by providing software, hardware, and network support to administrative, campus and satellite campus staff.

Essential Functions / Key Responsibilities

1. Support the Information Technology Services Delivery Department in performing hardware and software inventories.
2. Utilize developmental knowledge to diagnose, troubleshoot, and solve non-complex hardware and software problems on Windows, MacOS, iOS-based systems, and LAN/WAN networks.
3. Participate in providing technical support of hardware, to include troubleshooting of non-complex hardware problems, and identifying hardware repairs.
4. Utilize developmental knowledge to provide technical support of software, to include installation, identifying installation problems, installing non-complex software fixes and assist with software "pushes" across the network.
5. Support by retrieving and transporting desktops, laptops, printers, iPads, and other related peripherals to departments, campuses, and vendors.
6. Participate in resolving technological support issues using general technical knowledge that may require desk-side assistance and live telephone support.
7. Support in scheduling all initial setups of hardware: printers, scanners, and other peripherals.
8. Participate in documenting work performed in an electronic work order system.

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9. Assist with the creation and maintenance of spreadsheets to document and track department initiatives.
10. Remain apprised of the most recent trends and technologies.
11. Remain apprised of and comply with all State, District, and school regulations,
12. Perform other related duties as assigned within the appropriate skill and experience capabilities expected for this position under moderate supervision.

Minimum Requirements

- High School Diploma/GED, some formal college or equivalent work experience.
- 2+ years progressive experience in a computer installation, computer software maintenance, technical support related field.
- LAN/WAN topologies experience is preferred.
- Valid Texas driver's license with a good driving record.
- Candidate must have satisfactory outcome of fingerprinting background check. Non-refundable fee (approximately $50.00) paid by the employee.

Preferred Qualifications

- Associates Degree in an Information Technology related field.
- 5+ years progressive experience in a computer installation, computer software maintenance, technical support related field.
- LAN/WAN topologies experience is preferred.

Knowledge, Skills & Abilities

- Proficiency in troubleshooting and resolving technological support issues by telephone.
- Strong interpersonal and communication skills with high level of integrity regarding department records.
- Proven ability to work as a member of a team to provide technical support to all staff.
- Strong ability to follow oral and written instructions under moderate supervision.
- Ability to complete intensive computer-related on the job training and the willingness to pursue additional training.

Working Conditions

Work Environment:
- Computer, computer software programs and peripherals, teacher resource materials and equipment, copier, fax, and other equipment applicable to position.
- Frequent exposure to temperature extremes (hot and cold), humidity extremes, noise. Occasional exposure to biological hazards (communicable diseases, bacteria, insects, mold, fungi, etc.

Physical Demands/Requirements:
- Maintain emotional control under stress; work with frequent interruptions/deadlines and prolonged or irregular hours; Frequent walking, standing, stooping, bending, pulling and pushing; Occasional: Lifting and carrying 10-25 pounds frequently, 25-40 pounds occasionally, more than 45 pounds infrequently with assistance; Pushing/pulling 10-35 pounds sporadically; May be required under specific circumstances to provide physical restraint of students in danger of causing harm to themselves or others; Frequent districtwide and occasional statewide travel.

Revised: 08/21/2023

Job Description

San Antonio ISD is committed to non-discrimination on the basis of race, color, ethnicity, culture, religion, national origin, age, sex, gender identity, gender expression, sexual orientation, appearance, immigration/citizenship status, home language, socioeconomic status, or disability in its educational programs, services, and District business functions.

Information on persons designated to handle inquiries regarding non-discrimination policies can be found within SAISD Board Policies DIA(EXHIBIT) or FFH(EXHIBIT), available online at:
https://pol.tasb.org/PolicyOnline?key=176.

San Antonio ISD está comprometido a no discriminar por motivos de raza, color, origen étnico, cultura, religión, origen nacional, edad, sexo, identidad sexual, expresión de género, orientación sexual, apariencia, estado inmigratorio/de ciudadanía, idioma natal, estado socioeconómico o discapacidad en sus programas educativos, servicios y funciones de negocios del Distrito.

La información sobre las personas designadas para manejar consultas sobre las políticas de no discriminación se encuentra bajo las Políticas de la Junta Directiva DIA (Prueba documental) o FFH (Prueba documental) de SAISD, disponible en línea bajo: https://pol.tasb.org/PolicyOnline?key=176

Employee Signature: ....   Date: ....