Field Technician - Level I

General Definition of Work

Performs intermediate technical work providing support to software and hardware users, network systems and peripherals, supporting the Technology department by providing tools, support and training that strengthens communication, collaboration, critical thinking and creativity, personalization and best practice teaching and learning for staff and students, innovation and accelerated preparation for college and careers, and related work as apparent or assigned. Work is performed under the limited supervision of the Technology Support Manager.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Essential Functions

Serves as a primary contact for technology service requests from staff.

Provides maintenance and system support to configure, install, update, upgrade and troubleshoot printers, projectors, related apps, software and hardware remotely, in person, via phone and through the technology ticketing system; escalates requests to Tier 2 as needed.

Images computers.

Installs software and maintains inventory of current licenses and versions.

Provides audio and video support.

Identifies and troubleshoots basic user needs in LMS, SIS and other educational programs.

Maintains organizational groups in Google Apps and the Active directory.

Supports, diagnoses and resolves log in issues.

Supports the technological needs of standardized testing in collaboration with assessment coordinators, school administrators and teaching staff.

Identifies and troubleshoots filter issues.

Supports, diagnoses and resolves basic connectivity issues.

Build rapport with the user community to provide customer service as needed or requested; communicates technology initiatives to end users.

Attends district, building, department or professional meetings or trainings as needed and required.

Establishes and maintains complete and accurate documentation of support tickets open, status updates and completed tickets.

Keeps abreast of current industry trends related to specific support areas.

Performs preventative maintenance, including checking and cleaning of end user devices.

Tests proposed fixes to ensure problem has been adequately resolved; performs post-resolution follow ups with end user and team members as required or requested.

Tracks in house and outsourced technology repair and support; communicates resolution timelines with end users.

Develops help resources and FAQ lists for end users.

Provides back up support for and works collaboratively with the Technology Support Team to efficiently resolve issues and requests for support.

Engages the end user and customer directly and assesses their situation first hand.

Provides support to planning and professional development across all employee groups.

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Knowledge, Skills and Abilities

Thorough knowledge of district, building, department and professional standards, rules, regulations, procedures and policies; thorough knowledge of active technologies throughout the service area; general knowledge of technology tools realted to education; general knowledge of the demands on teachers and technology in an education setting; thorough skill providing support to hardware and software users, network systems and peripherals; thorough skill using and providing support to Chrome, PC, and Mac based networks, hardware and software; ability to think critically in order to make decisions; ability to act within district, building and department policies, procedures and guidelines; ability to establish and maintain appropriate confidentiality; ability to communicate technical information effectively to a variety of technically savvy customer bases via telephone or in person; ability to collaborate in a team environment and maintain a positive and open attitude; ability to work with others with an open mind to suggestive ideas and new procedures; ability to use personal vehicle and cell phone for business purposes; ability to establish and maintain effective working relationships with staff, students, professional associations, stakeholder groups and the general public.

Education and Experience

Associates/Technical degree in in a technology related field, or related field and moderate experience working in a technology service related field, preferably in a school district, or equivalent combination of education and experience.

Physical Requirements

This work requires the frequent exertion of up to 10 pounds of force and occasional exertion of up to 25 pounds of force; work regularly requires speaking or hearing and using hands to finger, handle or feel, frequently requires standing, walking, stooping, kneeling, crouching or crawling, reaching with hands and arms, pushing or pulling, lifting and repetitive motions and occasionally requires sitting and climbing or balancing; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, using of measuring devices, assembly or fabrication of parts within arms length, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; work occasionally requires working near moving mechanical parts and exposure to outdoor weather conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

A+ Technical certification preferred; or demonstrated ability to acquire within (3) months.
Knowledge of education technology tools preferred including Google Apps for Education, Schoology and an SIS are preferred.
Valid driver's license in the State of Minnesota.

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