

# Job Description

## Board of Education Woodbridge Township

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Title: **Field Support Technician**

Function: Maintains, repairs and supports desktop and server hardware and software.  
Provides end user support and addresses technical problems at all locations.

Reports to: Webpage, Technology, and Video Production Coordinator

Duties, responsibilities and authorities:

A. Duties and Responsibilities:

1. Assist Help Desk by resolving Service Level 2 related user requests.
2. Assist in the coordination of deployment of new hardware and software to appropriate end user.
3. Assist with routine checks and maintenance of networking equipment.
4. Carry out repairs and preventive maintenance of systems and peripherals.
5. Upgrade systems based on engineering changes.
6. Assist in the integration of new systems and applications.
7. Follow all formal Information Systems operating procedures.
8. Participate in projects by assisting in the implementation of systems.
9. Follow security standards for systems access.
10. Assist systems technicians in the design of service and maintenance procedures.

B. Responsibilities:

1. Knowledge of proper use of manuals, technical resources and current Operating Systems, common productivity software, test equipment and operating procedures.
2. Adhere to district policies, procedure and standards.
3. Complete accurate and timely record keeping functions and input appropriate information to reports, tallies and statistics.
4. Complete work assignments in a timely fashion in coordination with others work efforts.
5. Maintain accuracy, neatness and thoroughness with a consistency of results, and alertness to details and follow-up.

C. Professional Preparation:

1. Knowledge of hardware and common office productivity software, equipment, tools and materials used in testing, and maintenance and repair of hardware.
  2. Two or more years of experience as a technician troubleshooting Intel based hardware, current operating systems and enterprise networks.
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3. Familiarity with TCP/IP networking desired.
4. Technical diploma preferred.

**D. Personal Qualifications:**

1. Must hold a valid driver's license.
2. Must be mature and possess integrity.
3. Must possess the ability to get along with one's supervisors and colleagues and the public.

06/15/17

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