Job Title: **Field Support Technician**

Department: **Information Technology**

Supervisor: **Director of Technology Services**

Lane Placement: **ESP Lane (9, 10, 11)**

Schedule: **8 hrs / 242 days** Evaluation Group: **JCES 3**

FLSA Classification: **Non - Exempt**

JOB DESCRIPTION

Under the supervision of the Director of Technology Services and the school Principal, the Field Support Technician provides level one and level two technical support at assigned location(s).

ESSENTIAL FUNCTIONS

- Provides outstanding customer support.
- Follows the direction of District-level and building technology leaders.
- May be housed in a Canyons District School.
- Provides installation, configuration, troubleshooting and maintenance of District supported school computer technology software and hardware, network connectivity, and other technology-related applications.
- Provides assistance to teachers and school support staff having problems with computer systems.
- Prepares documentation to assist teachers and others in solving problems in the labs and classrooms related to instructional technology.
- Coordinates escalation of problems to appropriate District-level support personnel.
- Participates in and supports the building-level instructional technology planning process as a component of the Comprehensive School Improvement Plan (CSIP), and other related grants.
- Maintains accurate records of system problems and their resolutions.
- Assesses technology and training needs of the assigned location(s) and staff, and makes appropriate recommendations.
- Assists in the development and implementation of user training for students, teachers, and staff.
- Assists with the inventory records of school technology-related equipment and software.
- Serves as a key communicator for technology needs between the school and district.
- Attends District-level technology meetings as assigned.
- Predictable and reliable attendance.

NON-ESSENTIAL FUNCTIONS

- Other duties as assigned.

- This description should not be construed to contain every function/responsibility that may be required to be performed by an employee assigned to this position.
- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
- The requirements listed below are representative of the education, knowledge and experience requirements; the machines, tools and equipment used; background; and any licenses or certifications required.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

QUALIFICATION REQUIREMENTS

- Incumbent must be fingerprinted and clear a criminal backgrounds check.
- Specific training in K-12 administrative computer systems is preferred.

- Requires effective interpersonal skills to interact with individual and groups at all organizational levels. Interacts with co-workers in both structured and unstructured situations. Has limited interaction with vendors.
- Requires ability to write clear and concise reports and plans.
- Requires ability to use personal computer-based word processing and/or spreadsheets.
- Requires ability to perform system application hardware, software, and basic networking issues.
- Proficiency with both the Macintosh and Windows platforms preferred.
- Provides own transportation to school sites and other District locations. Approved work related travel expenses will be reimbursed when using personal transportation. Use of District vehicles is always preferred.
- Requires a demonstrated ability to organize, prioritize, and multi-task.
- Requires ability to manage stress of technology emergencies.
- Requires a valid Utah Driver License.
- Lane is determined through education, certification and experience.
    - Lane 9 Requires
        - One year of prior job-related work experience with demonstrated competence, preferably in the use of computer hardware and software similar to the District's.
    - Lane 10 Requires:
        - One year of prior job-related work experience with demonstrated competence, preferably in the use of computer hardware and software similar to the District's.
        - Maintaining current Apple Certified Technical Coordinator (ACTC) or Microsoft Certified Solutions Associate (MCSA).
    - Lane 11 Requires
        - Two years of prior job-related work experience with demonstrated competence, preferably in the use of computer hardware and software similar to the District's.
        - Associate Degree in computer related field of study OR (ACTC and MCSA can be substituted for the Associate Degree.)
        - Maintaining current Apple Certified Technical Coordinator (ACTC) or Microsoft Certified Solutions Associate (MCSA) certifications.

NOTE: The Administration reserves the right to require specific training for this position. However, depending upon the type and quality of prior work experience and availability of formal training programs, some exchanges can be made between training and experience.

PHYSICAL REQUIREMENTS---*Not limited to the following:*

- Physical ability to perform the essential functions listed above with or without reasonable accommodation.
- Requires the ability to lift a minimum of twenty-five (25) pounds.
- Possess the physical, mental, and emotional stability to work under stressful conditions, including but not limited to: deadlines, contract requirements, inspection requirements, and interaction with critical personnel.
- Requires the ability to set up and relocation of computer equipment including but not limited to: printer, monitor, CPU/tower, laptop, computer lab, keyboard, mouse, etc.
- Requires physical stamina including the ability to walk or stand without a break for 1-2 hours.

Note: *This list of essential and marginal functions and of physical requirements is not exhaustive and may be supplemented in accordance with the requirements of the job.*

All employees are required to participate in the District evaluation process.
It is the employee's responsibility to review and adhere to all district policies and procedures.
This information may be reviewed at www.canyonsdistrict.org