



# Poudre School District

## HUMAN RESOURCES DEPARTMENT

### JOB DESCRIPTION

Job Title: **District Support Technician I** FLSA Status: **Non-Exempt**  
 Job Family: **Information Technology** Pay Range: **IT45H**  
 Prepared/Revised Date: **January 24, 2022** Job Code: **38208**

**SUMMARY:** Responsible for providing user support of District-approved software, hardware, operating systems, peripherals, and communication devices in accordance with District policy and administrative guidelines. Completes troubleshooting, analysis, testing, documentation, and issue resolution for all District end users thru call center, ticketing system, multiple mailboxes and live person support for central District staff including Administrators and Classified staff. Deploys, maintains, and completes asset inventory of all central District staff devices in coordination with District Support Center Technician II, other IT Support Center staff and central office departments. Performs a variety of project tasks that requires excellent communication skills. Fast paced position which requires attention to detail on many processes within the District and IT Department.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** *To perform this job successfully, an individual must be able to perform each essential duty 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.* **Frequency of duties, percent of time and work year may vary based on department or building assignment.**

Description of Job Tasks	Frequency	% of Time
	Daily = <b>D</b> Weekly = <b>W</b> Monthly = <b>M</b> Quarterly = <b>Q</b> Annually = <b>A</b>	On an annual basis, e.g. 10 hours of a 40 hour work week = 10/40 = 25%
1. Provides user support of District-approved software, hardware, operating systems, peripherals, and communication devices including hand-held devices in accordance with District policy and administrative guidelines. Completes troubleshooting, analysis, testing, documentation, and issue resolution for end users thru call center, ticketing system, multiple mailboxes and live in-person support (walk-ins, appointments, Preventative Maintenance Program, and service window) for all District staff including Administrators and Classified staff. Provides support for non-IT managed software.	D	55%
2. Collaborate with IT Support Center, IT staff, and other departments to troubleshoot and resolve enterprise-level problems in relationship to end users, client devices, and all District supported hardware/software. Escalates support tickets through the ticketing system to IT staff through defined support model working closely with other team members (System Administrators, Networking, Software Engineers, and other teams.).	D	8%
3. Place orders, deploys, maintains, support and tracking of all district cell phones, smartphones, tablets with cellular service, mobile hotspots, network extenders and other devices. Manages and maintains District communication device tracking with multiple service providers in which the Support Center team has access to business portal consoles.	D	8%
4. Works closely with District Support Center Technician II staff in the implementation of all central District campus user related technology projects, meetings, seminars, including maintenance of centrally located training rooms, conference rooms, collaborative areas. that contain technology.	D	6%
5. Manage, track, support and maintain technology for central District staff including administrators, classified staff, and Board of Education members from purchasing to deployment with direction of District Support Center Technician II staff. Work directly with Information Technology Repair team regarding hardware repair and recycle of non-supported technology. Complete and maintain asset inventory as well as management of software and licensing in coordination with IT Support Center staff and central office departments.	D	5%



6. Receives guidance, mentoring, and training from District Support Center Technician II staff. Completes training, research, and other professional development opportunities to expand technical knowledge.	D	5%
7. Lead, manage and coordinate assigned projects with supervisor and District Support Technician II guidance. Assist with business process change management as determined by District and department requests.	D	5%
8. Manage users, groups, and computer accounts for the central District staff, as well as site and District Active Directory (AD) objects. Manage MDM and Apple School Manager associated with Mac/iOS and Android devices associated with the complex. Assign AD group membership in adherence to defined IT Administrative guidelines. Completes troubleshooting leveraging admin consoles such as Clever, O365 Admin, Microsoft Azure Active Directory, Microsoft Endpoint Configuration Manager, PrinterLogic Admin, Avaya Voicemail Admin, and many others.	D	1%
9. Access and use of monitoring tools as defined in IT Administrative guidelines. This includes PRTG Monitor, Xirrus Console, and other tools that assists with remote technical support for District users.	D	1%
10. Attend work and arrive in a timely manner according to established schedules. Flexibility is key as schedules will need to change based on team's circumstances.	D	1%
11. Provide technical support for Board of Education member device and application support when District Support Center Technician II staff needs assistance or coverage as needed.	W	1%
12. Attend to weekly IT meetings in rotation with other IT Support Center staff.	W	1%
13. Prepare and maintain technical documentation in support of IT standards, policies, processes, and procedures. Communicate routinely to end-users and include within online knowledge base.	M	1%
14. Perform other duties as assigned.	Ongoing	2%
	<b>TOTAL</b>	<b>100%</b>

**EDUCATION AND RELATED WORK EXPERIENCE:**

- Minimum 1-year technical training in computer science, computer information systems, or related field
- Two years of progressive work experience in a computer related field
- Equivalent combination of education and experience acceptable
- Apple and Windows mobile device management suite experience preferred (JAMF, MECM, etc.)
- Ongoing professional development in current technology tools used by organization

**LICENSES, REGISTRATIONS or CERTIFICATIONS:**

- Criminal background check required for hire

**TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:**

- Strong knowledge of Microsoft Windows operating systems (client and server) and Apple operating systems (OSX and iOS)
- Strong knowledge of directory services and protocols such as Microsoft Active Directory and LDAP
- Strong knowledge of systems management tools and utilities such as Microsoft Endpoint Configuration Manager (MECM), Apple School Manager, and JAMF.
- Strong knowledge of both automated and manual software installation issues in an integrated platform environment
- Strong knowledge of and skill in network concepts including TCP/IP, DHCP, DNS
- Strong knowledge of various network implementations, including Ethernet, wireless and TCP/IP
- Oral and written communication skills
- English language skills
- Interpersonal relations skills
- Advanced customer service skills
- Strong math skills
- Strong organizational and time management skills
- Strong ability to write clear and accurate documentation at both the end-user and the technical levels



- Strong ability to install, configure, and troubleshoot hardware, software, and peripherals of all types and to provide server restorations from backups
- Ability to provide excellent customer service on the phone and face-to-face
- Ability to follow written documentation
- Ability to maintain confidentiality in all aspects of the job
- Ability to participate and work in a team environment
- Ability to maintain honesty and integrity in all aspects of the job
- Ability and willingness to adhere to attendance requirements, including regular and punctual employee presence
- Ability to promote and follow Board of Education policies, Superintendent policies, and building and department procedures
- Ability to communicate, interact, and work effectively and cooperatively with people from diverse ethnic and educational backgrounds
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment, and report unsafe conditions to the appropriate administrator

**MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:**

- Advanced operating knowledge of and experience with technology devices, peripherals, and media equipment
- Advanced operating knowledge of and experience with office software
- Operating knowledge of and experience with typical office equipment, such as telephones, copier, fax machine, E-mail, etc.

**REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:**

- This position reports directly to the Applications Support Manager in the Information Technology (IT) department.

	POSITION TITLE	# of EMPLOYEES
<b>Direct reports:</b>	This job has no direct supervisory responsibilities	

**PHYSICAL REQUIREMENTS & WORKING CONDITIONS:** *The physical demands, work environment factors and mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand			X	
Walk			X	
Sit			X	
Use hands to finger, handle, or feed			X	
Reach with hands and arms		X		
Climb or balance		X		
Stoop, kneel, crouch, or crawl		X		
Talk				X
Hear				X
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds				X
Up to 25 pounds			X	
Up to 50 pounds		X		
Up to 100 pounds	X			
More than 100 pounds	X			



MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare				X
Analyze				X
Communicate				X
Copy		X		
Coordinate				X
Instruct				X
Compute		X		
Synthesize			X	
Evaluate				X
Interpersonal Skills				X
Compile		X		
Negotiate			X	

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions		X		
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock		X		
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	X
Depth perception	X
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	