HUMAN RESOURCES DEPARTMENT
JOB DESCRIPTION

Job Title:	**District Support Technician II**	FLSA Status:	**Non-Exempt**
Job Family:	**Information Technology**	Pay Range:	**IT55H**
Prepared/Revised Date:	**January 9, 2017**	Job Code:	**38237**

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 and live person support for central District staff including Administrators, Classified staff and Board of Education members. Deploys, maintains and completes asset inventory of all central District staff devices in coordination with IT Support Center staff and central office departments. Performs a variety of project tasks that requires excellent communications skills with the ability to work with users diplomatically and skillfully. Collaborate with peers and all Information Technology staff to share ideas, solve problems, and complete projects. Provide guidance, direction, and training to District Support Center Technician I team members and lead and manage assigned projects with little supervision.

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 = **D** Weekly = **W** Monthly = **M** Quarterly = **Q** Annually = **A**	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 and live in-person support for central District staff including Administrators, Classified staff and Board of Education members.	D	40%
2. Collaborate with IT Support Center and all IT staff 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 team members, system administrators, and network support teams in particular.	D	12%
3. Leads planning and implementation of all central District campus user related technology projects, meetings, seminars, etc. through collaboration with IT staff and departments ensuring adherence to defined technology District policy, procedures, processes and department Administrative guidelines. This includes maintenance of centrally located training rooms, conference rooms and collaborative areas that contain technology.	D	12%
4. Manage, track, support and maintain technology for central District staff including Administrators, Classified staff and Board of Education members from purchase to deployment including refresh and off cycle purchases in accordance with District and Department policy, procedures and Administrative guidelines. Work directly with Information Technology repair 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 departments6	D	8%

5. Provide guidance, mentoring, and training to District Support Center Technician I team members. Completes training, research and other professional development opportunities to expand technical knowledge.	D	6%
6. 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	8%
7. Manage active directory users, groups and computer accounts for the central District staff, as well as site and District Active Directory (AD) objects. Manage MDM's associated with Mac/IOS and Android devices associated with the complex. Assign AD group membership in adherence to defined IT Administrative guidelines.	D	2%
8. Assist System Administrators with package building and testing. Run regular SCCM reports for stabilization of complex software/devices.	D	2%
9. Access and use of monitoring tools as defined in IT Administrative guidelines.	D	2%
10. Provide IT Support Center coverage as needed. Including deploying, maintaining, supporting and management/tracking of all cell phones, smartphones, tablets, and other devices. As a member of IT Support Center team, collaboratively manages and maintains District communication device billing and deployment.	D	2%
11. Attend work and arrive in a timely manner according to established schedules.	D	1%
12. Complete Board of Education meeting preparation and support as well as Board of Education member device and application support with support from IT Support Center as needed.	W	1%
13. Serve as "site" representative at technology support meetings and meet regularly with site assigned technicians and Technical Suupport Specialists.	W	1%
14. Prepare and maintain technical documentation in support of IT standards, policies, processes and procedures. Communicate routinely to end-users and inclufe within online knowledge base.	M	1%
15. Perform other duties as assigned.	Ongoing	2%
	TOTAL=	**100%**

EDUCATION AND RELATED WORK EXPERIENCE:
- Minimum 2 years technical training or degree in computer science, computer information systems, or related field
- Six years of progressive work experience in a computer related field
- Equivalent combination of education and experience acceptable
- Microsoft MTA: IT Infrastructure Track and MCSA Windows certifications preferred
- Apple Certified Support Professional (ACSP) certification preferred
- Apple and Windows mobile device management suite experience preferred (Casper, SCCM, 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:
- Advanced knowledge of Microsoft Windows operating systems (client and server) and Apple operating systems (OSX and iOS)
- Advanced knowledge of directory services and protocols such as Microsoft Active Directory and LDAP
- Advanced knowledge of systems management tools and utilities such as Microsoft Systems Center Configuration Manager (SCCM), Apple Configurator, and Casper
- Advanced 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

- Advanced math skills
- Advanced 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**
Direct reports:	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	