



Poudre School District

HUMAN RESOURCES DEPARTMENT

JOB DESCRIPTION

Job Title: **IT Field Specialist**
 Job Family: **Information Technology**
 Prepared/Revised Date: **June 28, 2023**

FLSA Status: **Non-Exempt**
 Pay Range: **IT45H**
 Job Code: **38246**

SUMMARY: Responsible for the repair and maintenance of electronics equipment such as computers, computer peripherals, audio-visual (AV) equipment, intercom systems, sound systems, front of classroom devices, and closed circuit/cable television systems. Responsible for AV, sound, and intercom system installs and cabling. Coordinates contracted installation and repair services. Work is performed in the field at all PSD locations as well as in the ITC repair shop. Participates in and leads IT project teams to provide expertise, represent workgroup, provide two-way feedback, and achieve project goals. Follows and enforces PSD standards, policies, processes, and procedures to independently complete routine tasks or to collaborate with other PSD personnel regarding non-routine matters. Responsible for maintaining inventory of technology assets and equipment repair records.

ESSENTIAL DUTIES & 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. Repair or warranty exchange endpoint devices, computer peripherals, and audio-visual or other PSD field IT equipment. Process includes diagnosis and post-repair testing for quality assurance.	D	45%
2. Coordinate installation or complete simple install (including cabling) of audio-visual equipment such as projectors, interactive panels, televisions/displays, interactive whiteboards, etc. Tasks include coordinating with external contractors, internal trades departments and sites.	D	20%
3. Configure and deploy the District's one to one laptop program. Work with school personnel to ensure the appropriate equipment is designated for appropriate staff.	D	15%
4. Provide technical assistance to school media and technology personnel.	D	5%
5. Repair and maintain intercom systems including bell schedules for schools.	D	4%
6. Maintain inventory of technology assets and equipment repair records.	D	1%
8. Attend work and arrive in a timely manner.	D	1%
9. Lead project teams encouraging collaboration, problem solving, and communication.	W	3%
10. Order and maintain stock of repair parts and supplies.	W	3%
11. Repair other electronics equipment such as sound systems, scoreboards and closed circuit television (CCTV) systems.	M	1%
12. Perform other duties as assigned.	D	2%
	TOTAL =	100%

EDUCATION & RELATED WORK EXPERIENCE:

- Associates degree in electronics engineering technology, electronics technology, or computer technology
- Three years of experience in electronics repair
- Ongoing professional development to maintain technical skills and organizational knowledge
- Equivalent combination of education and experience acceptable



LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Valid Colorado driver's license required
- Criminal background check required
- CompTIA A+ Repair certification required
- Vendor-specific certifications from authorized warranty repairs and self-maintainer status required

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Advanced skills in electronic equipment assessment, disassembly, repair, reassembly, and testing
- Advanced skills in damage and cost assessment
- Advanced skills in on-site project coordination of technical system design, installation, and multi-department sequencing
- Advanced skills in integrating emerging technologies with legacy systems
- Advanced knowledge of computer operations, troubleshooting, repair and testing
- Advanced knowledge of electronics and electronic systems principles
- Advanced knowledge of low-voltage electronic theory and practices
- Advanced knowledge of audio-visual and audio-distribution systems and practices
- Knowledge of electronic scoreboards, scoreboard systems, and the repair of both indoor and outdoor systems
- Knowledge of various hardware platforms utilized as interactive whiteboards, projection systems and LCD display systems
- Knowledge of various software applications utilized in conjunction with interactive whiteboards, projection systems and LCD display systems
- Knowledge of Microsoft Windows operating systems (client and server) and Apple operating systems (OSX and iOS)
- Knowledge of network concepts including TCP/IP, DHCP, DNS
- Ability to reimage endpoint devices using tools such as Microsoft Systems Center Configuration Manager (SCCM)
- Ability to read and interpret schematics and technical data
- Ability to use electronic meters and test equipment
- Ability to troubleshoot complex electronic equipment and systems – including the use, testing, and analysis of distributed audio, audiovisual and computer equipment/systems
- Ability to use hand and power tools
- Ability to install, configure, and troubleshoot hardware, software, and peripherals of all types
- Strong customer service skills with ability to provide excellent customer service on the phone and face-to-face
- Strong interpersonal skills
- Organizational, recordkeeping, and time management skills
- Oral and written communication skills
- English language skills
- Ability to do online research, read and understand trade and technical publications, and apply skills acquired through such research
- Ability to participate and work in a team environment
- Ability to maintain confidentiality in all aspects of the job
- 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, District policies, administrative guidelines, 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 & EQUIPMENT OPERATING KNOWLEDGE:

- Advanced troubleshooting and repair knowledge of endpoint devices, computer peripherals, and audio-visual equipment.
- Advanced troubleshooting, repair, and maintenance of intercom systems
- Operating knowledge of and experience with computer technology, peripherals, and media equipment.
- Operating knowledge of and experience with typical office tools such as e-mail, productivity software, telephones, copier, fax machine, etc.



REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	# of EMPLOYEES
Reports to:	Technical Support Specialist Manager	
Direct reports:	This job has no direct supervisory responsibilities.	0

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 feel				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		



WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
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	