

MURRIETA VALLEY UNIFIED SCHOOL DISTRICT JOB DESCRIPTION

TITLE: FIELD SUPPORT TECHNICIAN

QUALIFICATIONS

Knowledge of

1. Basic electronic and electrical theory and power requirements of microcomputer equipment.
2. Desktop and mobile device operating systems and applications.
3. Basic local area network operation and function.
4. Methods, materials, equipment, and tools used in the maintenance of both personal computer and microcomputer systems.
5. Methods, tools and procedures used in the installation, repair and maintenance of microcomputers, peripheral equipment and related applications and systems software.
6. Modern office practices and procedures.
7. Proper English usage, reading, writing, punctuation, and math at a level necessary to perform assigned tasks.
8. Safety rules and regulations for this position.

Ability to

1. Be a productive and active team member.
2. Assist in diagnosis and correction (or facilitate correction) of technology communication problems.
3. Assist in preparation and maintenance of work records and schedules; complete necessary reports.
4. Assist in quick and effective diagnosis of maintenance and repair problems, and take appropriate action to resolve same.
5. Assist in testing of new and existing computer equipment.
6. Communicate effectively and tactfully in both oral and written form.
7. Establish and maintain effective work relationships with those contacted in the performance of required duties.
8. Handle all matters in a tactful, courteous, and confidential manner so as to maintain and/or establish good public relations.
9. Install, repair and service district supported end-user systems and technologies including peripheral equipment, applications and systems software.
10. Learn and follow the operations, procedures, policies, and requirements of an assigned program of operational unit.
11. Operate tools and advanced hardware and software diagnostic equipment.
12. To provide basic network administration on network systems.
13. Perform mathematical calculations using addition, subtraction, multiplication, and division at a level sufficient to perform required duties.
14. Present and maintain a pleasant appearance and demeanor.
15. Provide orientation and training to users of microcomputers and networks.
16. Read and interpret technical manuals.
17. Understand and carry out verbal and written instructions, policies, and procedures in an independent manner.
18. Work independently and maintain high standards of workmanship.

Training and Experience

1. A work history demonstrating reliability and attendance.

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Training and Experience (continued)

2. Demonstrated knowledge through an adequate score on the district technician test. (70% or above)
3. Equivalent to completion of the twelfth (12th) grade and minimum 12 semester units of coursework in IT, CIS, CS or related field of study or an Industry standard professional certification such as a CompTIA A+.
4. Minimum Two (2) years of experience, in a large enterprise environment, with installed computer hardware and software or that which would likely provide the desired knowledge and abilities may be considered.

REPORTS TO: Director of Educational Technology and Information Systems or designee

JOB GOAL: The Field Support Technician is responsible for the installation, maintenance, and repair of client hardware and software. This includes operating tools and advanced electronic hardware and software analysis equipment for diagnosing, repairing and resolving hardware and software problems including individual workstations and peripheral equipment in the field. In addition this position also provides customer support including orienting and training non-technical users on the proper use of their systems and software. The Field Support Technician is responsible for maintaining current knowledge of developments in equipment and software in order to support users and provide effective repairs in the field

ESSENTIAL FUNCTIONS

1. Performs installation, diagnosis, troubleshooting, and repair of district owned end user devices.
2. Performs installation, diagnosis, troubleshooting and repair (or support elevation) of district owned software or services.
3. Performs diagnosis, troubleshooting and/or repair of district owned end user device network connectivity issues.
4. Assist in the diagnosis and troubleshooting of end-user owned device connectivity issues. (BYOD)
5. Assist as directed in network administration tasks on district owned systems or services.
6. Performs general maintenance on district owned end user systems and services.
7. Assist district owned device users with continued system function, data integrity, and data backup and retrieval of district data on district owned systems and services.
8. Maintains records of pending and completed work/service requests, prepares written and oral reports, as required.
9. Follows district policies and procedures.
10. Instructs and orients school personnel for the purpose of providing information on the proper operation of district owned systems and services.
11. Knows and understands the Mission and Core Values of the district.
12. Participates in district in-service training as required.
13. Performs other related duties as assigned.

OTHER FUNCTIONS

1. Assists in maintenance of inventory of installed hardware and software.
2. Picks up and delivers equipment at district facilities as required.

PHYSICAL ABILITIES

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1. Visual ability to read handwritten or typed documents and the display screen of various office equipment and machines.
2. Able to conduct verbal conversation in English.
3. Able to hear normal range verbal conversation (approximately 60 decibels.)
4. Able to sit, stand, stoop, kneel, bend, and walk.
5. Able to sit for sustained periods of time.
6. Able to kneel or squat for extended periods of time.
7. Able to climb slopes, stairs, steps, ramps, and ladders.
8. Able to lift up to twenty-five (25) pounds frequently, and fifty (50) pounds occasionally.
9. Able to carry up to twenty-five (25) pounds frequently, and fifty (50) pounds occasionally.
10. Able to push and pull objects weighing up to forty (40) pounds.
11. Able to exhibit full range of motion for shoulder external rotation and internal rotation.
12. Able to exhibit full range of motion for shoulder abduction and adduction.
13. Able to exhibit full range of motion for elbow flexion and extension.
14. Able to exhibit full range of motion for shoulder extension and flexion.
15. Able to exhibit full range of motion for back lateral flexion.
16. Able to exhibit full range of motion for hip flexion and extension.
17. Able to exhibit full range of motion for knee flexion.
18. Able to operate office machines and equipment in a safe and effective manner.
19. Able to demonstrate manual dexterity necessary to operate calculator, typewriter, and/or computer keyboard at the required speed and accuracy.
20. Able to demonstrate manual dexterity necessary to perform fine maintenance procedures and operate both manual and power hand tools in a safe and effective manner.
21. Able to operate a variety of powered and manual equipment commonly found in computer equipment diagnoses and repair services in a safe and effective manner.
22. Able to operate a motor vehicle in a safe and effective manner.

SPECIAL REQUIREMENTS

1. Must use safety equipment and devices designated for this position.
2. Possession and maintenance of a valid and appropriate state of California driver's license; have an acceptable driving record; and be insurable at standard rates by district's insurance carrier and maintain such insurability during the course of employment.

TERMS OF EMPLOYMENT: Twelve-month work year
Classified bargaining unit member

EVALUATION: Performance of this job will be evaluated in accordance with Board of Education policy and provisions of the collective bargaining agreement. The assigned administrator will complete the evaluation.

**MURRIETA VALLEY UNIFIED SCHOOL DISTRICT IS A
TOBACCO-FREE, DRUG-FREE WORKPLACE AND
AN EQUAL OPPORTUNITY EMPLOYER**

Board of Education: May 22, 2014