



LAKE STEVENS SCHOOL DISTRICT NO. 4  
Lake Stevens, Washington 98258

J O B D E S C R I P T I O N

**POSITION:**           **Enterprise Technician**

**REPORTS TO:**       **Technology Manager**

**SUMMARY:**

The Enterprise Technician will have the ability to provide any type of technical support needed at any building in the district. This position will require the employee to be sent out with a backpack with tools and a laptop and fix almost anything with little or no additional training or supervision. They will be a mentor and a resource to all Senior Field and Field Technicians in the Technology Department. In addition, the Enterprise Technician will perform skilled maintenance work in the area of installation, troubleshooting, and repair of district computer hardware, software, and networks. Provide software support and instruction to district employees. This person must have the ability to perform a wide ranging scope of technical troubleshooting, repair, and maintenance.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily on-site. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Provides technical assistance to District instructional and support staff in the use of computer hardware, operating systems, applications software, site-specific database programs, and other peripherals. Provides on-site resolution of computer issues and services multiple district school sites during the workweek.
- Performs basic network troubleshooting on the District's LAN and wireless network. Isolates network-related problems; adds and/or replaces network cables and data ports and looks for additional problems.
- Promotes the use of tools and systems to maximize value and efficiency.
- Maintain student labs (Chrome, and Windows platforms).
- Suggest software and equipment upgrades or replacement when necessary.
- Maintain and troubleshoot all district workstations.
- Install new computers and networks as directed by the Technology Manager.
- Install district standard software applications while complying with licensing best practices.
- Builds, tests, and deploys workstation images to support legacy as well as new computers. Contributes to and maintains system standards.
- Maintain an inventory of equipment, coordinate cleaning and routine maintenance.
- Provide one-on-one staff development for new users and the use of installed software, e-mail, access to network resources, and the performance of routine tasks.
- Assist in the training, mentoring, and be an escalation resource for staff/student technicians.

- Observe strict confidentiality regarding student and personnel information.
- Maintains current knowledge of trends in computer technology and applies knowledge to effectively service new software and hardware as well as existing legacy systems across the District.
- Performs special projects as assigned.
- Promote and practice professional growth and development.
- Communicate a positive image of the employer through personal and professional avenues.
- Performs other related duties as required.

### **JOB KNOWLEDGE, SKILLS AND ABILITIES**

- Computer hardware/software troubleshooting and maintenance.
- Thorough knowledge of various computer platforms including Windows and ChromeOS.
- Knowledge of basic traditional and wireless networking infrastructure, protocols, wiring, and troubleshooting.
- Advanced knowledge of Microsoft Active Directory in a domain environment.
- Advanced knowledge of network authentication systems and TCP/IP protocols.
- Ability to read and interpret documents such as software user guides, maintenance instructions, and procedures manuals. Ability to write routine reports, interpret problems and write specific detailed trouble reports on work orders. Must be able to speak effectively and give detailed user instructions to administration, staff and students.
- Ability to work independently and collaboratively in a team environment.
- Ability to provide service and work well with diverse clients who may be under tight timelines, budget constraints, or other stresses.
- Demonstrated strong interpersonal communication skills.
- Ability to maintain a positive attitude towards staff, students, and parents.
- Ability to maintain confidentiality of information.
- Willingness to learn and apply new skills to accommodate a changing work environment.
- Willingness to collaborate with and provide customer service to Lake Stevens employees, all of whom have varying degrees of technological proficiency.
- Ability to manage multiple tasks simultaneously.
- Ability to establish daily work priorities and monitor own workload.
- Possess own personal transportation, required auto insurance, and a willingness to travel to various district buildings.
- Ability to solve practical problems and deal with a variety of concrete and abstract variables.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or list form.
- Minimum 10 year successful field experience in a K-12 environment or other equivalent field experience as verifiable by the Technology Manager.

### **EDUCATION/LICENSE/PERMIT REQUIREMENTS:**

- High School Diploma or equivalent
- Valid Washington State Driver's License and a good driving record
- IT Professional Certifications (A+ Technician certification or equivalent experience)

### **PRIMARY WORKING RELATIONSHIPS:**

- Technology Manager
- Other members of the Technology Department

- Building technology contacts or building principals
- General district staff
- Students
- Vendors, Manufacturers, and suppliers

**WORK ENVIRONMENT/PHYSICAL REQUIREMENTS**

*PHYSICAL DEMANDS: The physical demands described here 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.*

Must possess a valid Washington State driver's license and must be able to travel to various district locations. May be required to use own vehicle with mileage reimbursement

May be required to work during non-business hours when required to maintain network operations.

Must be able to lift computers and peripherals weighing up to 50 pounds, and must be able to work in confined spaces and install, modify, or replace computer networking equipment.

**EVALUATION:** Will be evaluated annually by the Technology Manager

**TERMS OF EMPLOYMENT:**

<b>Work Days:</b>	260
<b>Hours</b>	8 Hours per Day
<b>Vacation Days:</b>	Per Board Policy
<b>Salary:</b>	PSE of Lake Stevens; Technology Group III
<b>Benefits</b>	Per PSE of Lake Stevens Collective Bargaining Agreement

*The information contained in this job description is for compliance with the American with Disabilities Act (ADA) and is not an exhaustive list of the duties performed for this position. The individuals currently holding this position perform additional duties and additional duties may be assigned.*