



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:**           **Field Technician**

**REPORTS TO:**       **Director of Communications**

**SUMMARY:**

The Field Technician will perform skilled maintenance work in the area of installation, troubleshooting, repair of district computer hardware, software, and networks. The Field Technician will provide accurate inventory records, software support, and instruction to district employees. It is expected that the employee in this position adhere to the highest customer service standards while maintaining confidentiality in all matters pertaining to district data.

**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:

- Provide technical support in coordination with the Helpdesk via phone, email, or in person. Using troubleshooting skills, determine the source of hardware and software issues, and whether or not they can be resolved quickly or will require further research or escalation.
- Assist with asset management by maintaining accurate hardware and software inventory information to comply with strict inventory and audit procedures.
- Deployment of equipment including Windows workstations, Chrome devices, printers, document cameras, and various other technology devices.
- Interpret and understand computer messages and dialogue.
- Perform software installations/upgrades and patch management to existing hardware while adhering to all software licensing best practices.
- Ability to manage time and prioritize tasks effectively with minimal supervision.
- Maintain student STEM, Makerspace, Robotics, 3D printer supplied labs including Windows and Chrome device occupied classrooms.
- Suggest software and equipment upgrades or replacement when necessary.
- Maintaining and deploying OS images to new and existing computers.
- Develop and create documentation and procedures for use by the technology department and district users.
- Coordinate routine maintenance and repairs to minimize downtime.
- Provide one-on-one staff development to new and existing users in the use of e-mail, G-Suite, WSIPC access, network resources, and any specialized software.
- Promote and practice professional growth and development.
- Communicate a positive image of the employer through personal and professional avenues.
- Provide superior customer service.

- Performs other related duties as required.
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### **JOB KNOWLEDGE, SKILLS AND ABILITIES**

- Computer hardware/software troubleshooting and maintenance.
- A wide variety of word processing, spreadsheet, and database software programs.
- Knowledge of Microsoft Active Directory in a domain environment.
- Knowledge of network authentication systems such as DHCP, DNS, and TCP/IP.
- Ability to work independently and collaboratively in a team environment.
- Possess outstanding customer service skills.
- 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 provide service and work well with diverse clients who may be under tight timelines, budget constraints, or other stresses.
- Ability to assess and assure network security.
- Ability to independently establish daily work priorities and accomplish tasks in a timely manner.
- Ability to establish and maintain effective client relationships.
- Ability to effectively communicate technical information to non-technical audiences.
- Ability to prepare and maintain clear and accurate project documentation and records.
- Ability to work effectively as a member of a team with other technical and professional employees.
- Ability to maintain confidentiality of sensitive information.

### **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
- Enterprise Technician, Network Analyst, and CTE Technician
- Educational Service Center Cabinet members
- Building Technology Mentors
- Education Technology Coordinator
- 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. While performing the duties of the help desk the employee is required to spend long periods of time sitting. While performing the maintenance portion of this position the employee is regularly required to walk, stand, reach, perform repeated pushing and pulling movements, work overhead for brief periods of time, and use the hands to handle, or feel objects, and tools. Person will exert 30 to 50 pounds of force frequently to lift, carry, push, pull, or

otherwise move objects. Vision abilities required by this job include close vision, distance vision and depth perception.

**WORK ENVIRONMENT:** There are no unusual environmental conditions. The employee regularly works indoors and will occasionally work outdoors. Typically, the noise level in the work environment is usually moderate. The employee must be able to meet deadlines with time constraints and interact with other workers. The employee 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. The employee may be required to work during non-business hours when required to maintain network operations.

**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 I
<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.*