



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: **Senior Field Technician**

REPORTS TO: **Technology Manager**

SUMMARY

Adhering to high quality customer service standards and confidentiality requirements the Senior Field Technician will perform skilled maintenance work in the area of installation, troubleshooting, repair of district computer hardware, software, and networks. This position requires the employee to provide accurate inventory records, software support, and instruction to district employees.

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:

- Ability to manage time and prioritize tasks effectively with minimal supervision
- Ability to handle multiple and/or larger schools with full autonomy
- Maintain student STEM, Makerspace, LEGO education, 3D printer supplied labs including Chrome device occupied classrooms
- Effectively and efficiently, operate a computer and related peripheral equipment
- Interpret and understand computer messages and dialogue
- Suggest software and equipment upgrades or replacement when necessary
- Provide technical support 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
- Provide an escalation resource for Field Technicians
- Assist with asset management by maintaining accurate hardware and software inventory information to comply with strict inventory and audit procedures
- Assist with the procurement and deployment of equipment Windows desktops, Chrome devices, printers and document cameras
- Creating OS images in accordance to strict policy adherence
- Maintaining and deploying OS images to new and existing computers
- Authorize software installations/upgrades and patch management to existing hardware
- Develop and create documentation and procedures for technology department and users
- Coordinate routine maintenance to minimize downtime and maximize equipment investment
- Provide one-on-one staff development to new users and the use of installed OS, e-mail, G-Suite, network folders, and required software/hardware as needed for performing routine tasks
- Work the Help Desk and the district work ticket distribution system and provide troubleshooting via the telephone and email as well as on site
- Assist district personnel with WSIPC access, Records Management, coordination

- This position is authorized to use elevated privilege accounts in the performance of job duties
- This position is authorized to handle sensitive or confidential data in accordance with established procedures in the performance of job duties
- Promote and practice professional growth and development
- Communicate a positive image of the employer through personal and professional avenues
- Provide superior customer service
- Other duties as assigned

JOB KNOWLEDGE, SKILLS AND ABILITIES

- Must have outstanding customer service skills and a genuine willingness to exceed expectations.
- Work independently and take complete ownership of tasks from start to finish.
- Prioritization skills and the ability to manage multiple tasks simultaneously.
- Ability to clearly communicate technical information to technical and non-technical users via text, email, and verbally.
- 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.
- Consistently provide superior customer service including building rapport and eliciting problem details from the user.
- Flexibility in work hours and ability to cope with stress and timeline situations
- Possess own personal transportation, required auto insurance, and a willingness to travel to various district buildings.

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
- Building Principals, Associate Principals, Administrative Staff, Educators, and Professional Support Staff
- 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:

Work Days:	260
Hours	8 Hours per Day
Vacation Days:	Per Board Policy
Salary:	PSE of Lake Stevens; Technology Group II
Benefits	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.