

JOB DESCRIPTION

POSITION TITLE: Technician II, Field Services	JOB CODE: 446I
DIVISION: Technology Services	SALARY SCHEDULE: Technology Services
DEPARTMENT: Field Services	WORKDAYS: 238
REPORTS TO: Team Lead, Field Services	PAY GRADE: Rank I (NT09)
FLSA: Exempt	PAY FREQUENCY: Monthly
<p>PRIMARY FUNCTION: Responsible for the successful completion of tasks and deliverables established within the Field Services Organization (FSO); configures (includes the addition of network application objects and making OS changes to workstations), installs, monitors and maintains IT users' software and hardware; involved in the installation and rollout of upgraded hardware (laptops, desktops, etc.) and approved district software applications; supports the district's mobile workforce; provides consultation to IT users for all aspects of end-user computing and desktop-based LAN systems software; provides technical support and guidance through tier 2 support and works with vendors to resolve tier 3 issues; responsible for documenting solutions to problems and developing end user guidelines; may provide on-site training to users; evaluates, maintains, modifies (e.g., creates macros, templates) and documents desktop application packages, participates in the testing and evaluation of new desktop packages and implements prototypes; consults with and makes recommendations to IT users on selection of hardware and software products to address business requirements; demonstrates and delivers strong customer service to district end users.</p>	

REQUIREMENTS:

1.	Educational Level: Associate or bachelor's degree in computer science, information systems, or other related field, or equivalent work experience
2.	Certification/License Required: Microsoft certification or equivalent
3.	Experience: 3 years IT work experience in supporting desktop software and hardware products and problem solving/troubleshooting; experience with help desk ticketing applications
4.	Physical Activities: Routine physical activities that are required to fulfill job responsibilities
5.	Knowledge, Skills, & Abilities: Written and oral communication

The Board of Education and the Superintendent may accept alternatives to some of the above requirements.

ESSENTIAL DUTIES:

1.	Demonstrates prompt and regular attendance.
2.	Receives, logs, monitors, and processes support tickets in help desk application software within approved guidelines and timelines.
3.	Uses sound judgment to determine if modifications to network and desktop policies are warranted.
4.	Creates application objects as needed and makes network and desktop OS modifications based on analysis and judgment of end user requests.
5.	Conducts advanced troubleshooting for operating system, network connectivity, standard applications, and proprietary applications.
6.	Creates, modifies, and deletes accounts for end users.
7.	Conducts advanced troubleshooting including resolving calls related to user accounts, full range of MS Office Suite Applications (Word, Excel, PowerPoint, Access) and other approved software applications used in the Cobb County School District
8.	Performs network and desktop-based detection of viruses to detect, contain, and/or eliminate outbreaks.
9.	Provides limited one-on-one desk side training for customers requiring assistance on standard software applications and/or IT equipment.
10.	Provides general technical support for all dial-in/remote access systems.

11.	Uses sound judgment to ensure technical safeguards are maintained to provide controlled user access, integrity of electronic mail, applications, and user data.
12.	Provides constructive feedback and commitment to continuous improvement.
13.	Provides support and consultative services to the end-user community in response to service requests from the Customer Care Center (CCC).
14.	Provides guidance and training for technician I staff as needed.
15.	Performs other duties as assigned by appropriate administrator.

Signature of Employee _____ Date _____

Signature of Supervisor _____ Date _____