



INFORMATION SYSTEMS TEMPORARY TECHNICIAN

Classification: Technician

Location: CRC & Various Schools

Reports to: Director of Customer & Technology Services

FLSA Status: Non-Exempt

Employee Group: SEIU

This is a standard position description to be used for positions with similar duties, responsibilities, classification and compensation. Employees assigned to the position description may or may not perform all of the essential functions indicated in this position description.

This job description does not constitute an employment agreement between the district and employee and is subject to change by the district as the needs of the district and requirements of the job change.

Part I: Position Summary

Responsible for providing technology support to system users. Assists field technicians to respond to user inquiries and provide assistance in problem solving of software, hardware, and networking issues. Collaboratively works with field technicians to provide support to administrators, teachers and staff on the deployment, use and implementation of technology.

Part II: Supervision and Controls over the Work

Works under the supervision of the administrator responsible for technology services. Coordinates with other technology staff and/or supervisor in referring or resolving more complex issues. Work is evaluated based on overall success of assisting users and resolving problems consistent with district and technology department policies, directives, and standard practices and procedures.

Part III: Major Duties and Responsibilities

Duties include but are not limited to:

1. Assists field technicians with upgrades of hardware, software and peripherals. Uses remote control software to shadow or take over computers as appropriate to diagnose and troubleshoot software issues or provide individualized customer support.
2. Maintains and applies up-to-date knowledge of installed hardware and existing software applications. Assists in deployment of new and replacement technology. Installs hardware, peripherals, and network equipment and application software in offices, classrooms, library and computer labs.

3. Works collaboratively with information technology staff to insure a smooth overall workflow process to insure excellent customer service.
4. Complies with departmental procedures for tracking and documenting deployments.
5. Conducts regular inventories of hardware and software.
6. Performs other duties as assigned.

Part IV: Minimum Qualifications

1. Must have experience working or interacting successfully with culturally diverse families and communities, or have otherwise demonstrated a commitment to strengthening engagement of a diverse community and skill in communicating with a diverse population.
2. High school diploma or equivalent.
3. Valid Washington State driver's license and personal transportation.
4. Experience in desktop computer installation and troubleshooting.
5. Analytical and research ability to successfully and remotely troubleshoot failures in computer and peripheral hardware and software.
6. Ability to follow written and verbal direction and take initiative when necessary. Ability to effectively communicate on technology issues with a high level of effectiveness in terms of customer comprehension and response; including the ability to work and communicate effectively with customers who may have a high level of frustration.
7. Ability and experience with asset management system used in Everett Public Schools.
8. Ability to organize work and set priorities for accomplishing work in a timely and effective manner.
9. Ability to work collaboratively and effectively with other staff, employees, and supervisors.
10. Ability to work independently throughout the district with minimal supervision.

Part V: Desired Qualifications

1. At least one-year of experience working with hardware and software common to the district.
2. Experience working in an education environment.



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3. Experience with large scale deployments and collections with Everett Public Schools.

Part VI: Physical and Environmental Requirements of the Position

The physical demands and work environment 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 this job, the employee is frequently required to sit, talk, move about, bend, lift, crawl, hear and speak.

The employee must occasionally lift and/or move up to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Employee is required to spend extensive time working on computer display terminals.