Job Title	IT Support Tier 1 Specialist	**Job Title Code**	570406
Reports to	Technology Support Manager/Supervisor	**Wage/Hour Status**	Non-Exempt
Dept/School	Information Technology	**Pay Grade**	501
		Date Revised	May 14, 2025

Primary Purpose

Serve as a key member of the Information Security and Technology (IST) Customer Support Center team by providing first-level technical support and customer service to district end-users. Responsibilities include phone, remote, and on-site technical assistance; service request management; hardware and software troubleshooting; and inventory documentation. Participates in district-wide technology initiatives and supports a reliable, secure, and effective operation of computing devices, network/infrastructure components, voice systems, campus and classroom technologies across all district locations.

Experience/Education/Certification

- Two (2) years' experience in technology services, customer support and/or related experience
- High school diploma/GED required
- Associate's degree in Information Technology, Computer Science, or a related field may be substituted for two (2) years' experience
- Technical certification(s) such as A+, Network +, Cisco, Microsoft, Google, and/or similar may be substituted for two (2) years of experience
- Must possess and maintain a valid Texas "C" driver's license
- Must maintain valid certifications, as required & determined, for the District's safety & security systems and programs

Special Knowledge/Skills

- Knowledge of computer hardware, setup, and installation
- Knowledge of computer operating systems, software, applications, and installation
- Knowledge of voice, video, data equipment and networking components
- Diagnose and evaluate repairs and recommend the proper action for resolution
- Ability to install, maintain and repair personal computers and peripherals
- Ability to exercise independent judgment and discretion in carrying out duties and responsibilities
- Ability to install, repair and maintain network cabling and associated hardware
- Knowledge of Microsoft Windows, Office 365, Chrome OS, and basic macOS support
- Familiarity with remote support tools, ticketing systems, and inventory management platforms
- Basic knowledge of networking concepts, wireless connectivity, and cabling
- Ability to interact with other employees, vendors and clients

Major Responsibilities and Duties
End-User Support

1. Provide responsive technical support through phone, remote desktop, and on-site service to resolve user issues.
2. Troubleshoot and resolve issues related to computing devices, applications, printers, mobile devices, campus and classroom technologies.
3. Document issues and resolutions using the district's ticketing system.

Technical Assistance and Troubleshooting

4. Diagnose and resolve common technical problems involving software, hardware, and connectivity.
5. Assist with imaging, software deployment, device configuration, and updates.
6. Escalate complex issues appropriately and collaborate with other IST staff to ensure resolution.

Amended 05-14-25

On-Site Support Services

7. Deliver on-site technical support at campuses and administrative sites for desktops, laptops, tablets, mobile devices, interactive flat panels, and peripherals.
8. Assist with troubleshooting and basic support of networking and voice infrastructure such as cabling, ports, access points, wireless connectivity and VoIP handsets.
9. Install, move, and maintain equipment in accordance with IST security and safety standards and guidelines.

Asset Management and Inventory

10. Assist with Tag and track district devices and maintain accurate inventory records.
11. Support audits, asset assignments, and equipment refreshes.
12. Participate in refresh cycles, equipment deployments, and decommissioning of outdated devices, and documentation.

Documentation and Reporting

13. Maintain up-to-date logs and documentation for service requests, equipment changes, and troubleshooting procedures.
14. Assist with data collection and report generation for performance, usage, and compliance tracking.
15. Update user guides, support documents, and knowledge base articles as needed.

Customer Service and Communication

16. Deliver high-quality, professional, and courteous support in all user interactions.
17. Communicate technical information in a user-friendly manner to non-technical staff.
18. Promote a culture of helpfulness and responsiveness in support services.

Project and Initiative Support

19. Participate in district-wide technology projects including device deployments, upgrades, and migrations.
20. Collaborate with IST teams to implement new technologies and pilot programs.
21. Support emergency responses, outages, and critical incident recovery.

Security and Compliance

22. Follow all district technology policies, procedures, information security standards and acceptable use.
23. Report security incidents or suspicious activity to appropriate personnel.
24. Support compliance with CIPA, FERPA, HIPAA, and other regulatory requirements.

Additional Responsibilities

25. Sustain and adhere to IT Professional's Code of Ethics and Standards of Conduct.
26. Attend professional & leadership growth opportunities and maintain a broad and current knowledge of emerging technology, innovation, equipment, and systems.
27. Participate with development, implementation, and testing of a disaster recovery plan, intrusion and other security assessments and serve as a member of the district contingency task force.
28. Provide optimal customer service to all students, employees, parents, community members and stakeholders and assists in community awareness of district technological goals and programs.
29. Stay updated on evolving technology trends and integrate relevant advancements.
30. Provide a friendly, safe, timely, quality driven setting responsive to the district and community needs.
31. Support the goals and objectives of the district and comply with policies established by federal and state law, State Board of Education rules, and local board policy.
32. Uphold and adheres to safety rules and polices of the EPISD ISD safety program.
33. Attend work on a regular and routine basis to avoid disruption to district technology operations.
34. Perform other duties as assigned by the supervisor.

Supervisory Responsibilities
None

Physical and Mental Job Requirements
Mental Demands/Physical Demands/Environmental Factors
- Maintain emotional control under stress, repetitive hand motions and prolonged use of the computer. Maintain a positive work relationship with department and campus staff. Occasional prolonged and irregular hours. Climbing, stooping, bending, pushing and kneeling; occasional heavy lifting; frequent use of small hand tools and electronic test equipment; frequent Districtwide travel. Must be able to lift 50 pounds or more.

Terms of Employment
226 days; hourly rate to be established by the Board of Trustees

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The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Approved: _____
Job Title: _____
Date: _____

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Job Title: _____
Date: _____

My supervisor has reviewed this job description with me and has provided me with a copy.

Employee: _____
Date: _____