

Job Title:	IT Support Tier 1 Specialist	Wage/Hour Status:	Hourly
Reports to:	Technology Support Manager	Pay Grade:	501
Dept./School:	Information Technology	Date Revised:	August 20, 2021

Primary Purpose

Provide technical assistance to District personnel through Technology Support. Resolve technical issues remotely or assign calls to appropriate technology staff queue.

Qualifications**Education/Certification**

Associate's Degree in Computer related field; or certificate granted by a recognized institution for completion of Two (2) year computer related program

OR

High School Diploma/GED

Two (2) years' experience in providing technology related customer service support phone or physical
Two (2) years' experience installing, upgrading, troubleshooting, and repairing personal computers in a network environment similar in size and scope to EPISD.

Special Knowledge/Skills

- Knowledge of computer workstation and peripheral setup and installation
- Knowledge of computer hardware and software applications
- Knowledge of multiple operating systems
- Knowledge of remote desktop software
- Excellent attention to detail and multi-tasking ability
- Ability to assist users in troubleshooting and self-diagnostics
- Ability to handle high call volume and correspondence
- Ability to effectively communicate and explain verbal and written complex technical concepts
- Strong organizational, communication and interpersonal skills
- Ability to self-manage and work within a team setting

Major Responsibilities and Duties

1. Handle incoming calls to Technology Support and log problems into district ticketing system.
2. Collaborate with team members and IT Analyst on continuous process improvement.
3. Assign calls to appropriate technology staff queues.
4. Work closely with Technology Specialists to resolve computer issues related to new installs, networking issues, and image problems.
5. Guide users with self-diagnostic procedures; attempts to resolve issues remotely.
6. Assist users with installation and configuration of applications as needed.
7. Use remote desktop management software to remotely diagnose/control workstations.
8. Maintain communication throughout the incident resolution process.
9. Remain abreast in the technology field and improve technology skills.
10. Ensures Information Technology is represented at the highest level of professionalism when communicating with internal/external customers.
11. Perform other duties as assigned by 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.

Terms of Employment

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

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: _____

Approved: _____

Job Title: _____

Date: _____

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

Employee: _____

Date: _____

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