

Job Title: IT Support Tier 2 Technician**Wage/Hour Status:** Hourly**Reports to:** Operations Deployment Manager**Pay Grade:** 502**Dept./School:** IT**Date Revised:** February 7, 2022**Primary Purpose**

Perform remote and on-site technical support, maintenance, diagnostics, and installation of computer, peripherals, network, and telecommunications equipment: including the specific hardware and software and web applications, in support of District instructional or administrative functions.

Qualifications**Education/Certification**

Associate Degree in Computer related field; or certificate granted by a recognized institution for completion of Two (2) year computer related program with three (3) years' experience in providing technology related customer service support phone or physical. Valid Driver License

OR

High School Diploma/GED and Five (5) years' experience installing, upgrading, troubleshooting, and repairing personal computers in a network environment with three (3) years' experience in providing technology related customer service support.

Valid Driver License

Special Knowledge/Skills

- Knowledge of computer workstation and peripheral setup and installation
- Knowledge of computer hardware and software applications
- Knowledge of multiple operating systems
- Ability to install, maintain, repair computers and peripherals including printers, scanners, audio visual equipment and assist users in troubleshooting and self-diagnostics
- Excellent attention to detail and multi-tasking ability
- Ability to handle high call volume and correspondence
- Ability to effectively communicate complex technical concepts in non-technical terms, both verbally and in writing
- Evident focus on customer service, rigor and discipline, teamwork, and collaboration
- Strong organizational, communication and interpersonal skills
- Ability to self-manage, work within a team setting, and follow team lead instructions
- Ability to be flexible and deal with changing priorities

Major Responsibilities and Duties

1. Respond to support calls and provide updates in a timely and efficient manner.
2. Install and upgrade computers, peripherals, and multimedia devices throughout the district.
3. Troubleshoot operating system and application problems.
4. Monitor ticketing system work queue and work accordingly with Lead Technician
5. Maintain and update assigned tickets within a timely manner in accordance with established Service Level Agreements.
6. Relocate computer, network or peripheral equipment as needed.
7. Use remote administration software to diagnose/control workstations.
8. Work on projects as directed.
9. Diagnose and resolve hardware, software, and network connectivity problems.
10. Troubleshoot, test, or repair/replace network infrastructure equipment.
11. Troubleshoot, test, or repair/replace telecommunications equipment.
12. Provide after-hour/weekend/holiday support for special projects as needed.
13. Follow established safety procedures and techniques to perform job duties including lifting, climbing, carrying, etc.
14. Correct unsafe conditions in the work area and report any conditions that are not correctable to the supervisor immediately.
15. Work with assets to assign and unassign as directed using established protocols.

- 16. Maintain professional and customer-service oriented demeanor.
- 17. Perform other duties as assigned by supervisor.

Equipment Used

Hand tools and test instruments for networks, computers, and peripherals.

Supervisory Responsibilities

None

Physical and Mental Job Requirements

Mental Demands/Physical Demands/Environmental Factors

Maintain emotional control under stress. Work with frequent interruptions. Prolonged use of computer and repetitive hand motions. 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

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: _____

The El Paso Independent School District does not discriminate in its educational programs or employment practices on the basis of race, color, age, sex, religion, national origin, marital status, citizenship, military status, disability, genetic information, gender stereotyping and perceived sexuality, or on any other basis prohibited by law. Inquiries concerning the application of Titles VI, VII, IX, and Section 504 may be referred to the District compliance officer, Rosa Ramos at 230-2031; Section 504 inquiries regarding students may be referred to Kelly Ball at 230-2856.

El Distrito Escolar Independiente de El Paso no discrimina en los programas de educación o en prácticas de empleo usando el criterio de raza, color, edad, sexo, religión, origen nacional, estado civil, ciudadanía, estado militar, discapacidad, información genética, estereotipo sexual o sexualidad percibida, u otra práctica prohibida por la ley. Preguntas acerca de la aplicación del título VI, VII o IX, y la Sección 504 pueden ser referidas al oficial del distrito, Rosa Ramos at 230-2031; preguntas sobre 504 tocante a estudiantes pueden ser referidas a Kelly Ball al 230-2856.