Job Title:	IT Support Tier 2 Hardware	**Wage/Hour Status:**	Hourly
Reports to:	Technology Support Manager	**Pay Grade:**	503
Dept. /School: IT		**Date Revised:**	March 20, 2024

Primary Purpose

Provide advanced support to district personnel through remote and on-site technical support, maintenance, diagnostics, and installation of computer, peripheral, network, and telecommunications equipment, including specific hardware and software and web applications supporting district instructional or administrative functions.

Qualifications

Education/Certification

High school diploma/GED with five (5) years of technical experience performing job duties as described herein

or,

Associate degree in a technology related field with three (3) years of technical experience

or,

Bachelor's degree in computer science, information technology, or technology related field with one (1) year of technical experience.

Valid driver's license and meet requirements to be insurable under the district's liability coverage

Special Knowledge/Skills

- Ability to communicate effectively (read, verbal, written, electronically)
- Advanced knowledge of computer workstation and peripheral setup and installation
- Advanced knowledge of computer hardware and software applications
- Advanced knowledge of multiple operating systems
- Advanced knowledge of remote desktop software
- Advanced knowledge of customer service best practices and procedures
- Ability to work with adult learners
- Ability to handle high call volume and correspondence; multitask and escalate to Tier 3 as needed
- Ability to effectively communicate complex technical concepts in non-technical terms, both verbally and in writing
- Strong organizational, communication, and interpersonal skills
- Ability to install, maintain, and repair computers and peripherals, including printers, scanners, fax machines, network cable drops, telephones, audiovisual equipment, and the ability to assist users in troubleshooting and self-diagnostics
- Ability to self-manage and work with a team
- Ability to be flexible and deal with changing priorities

Experience

Qualifying experience must include supporting network, telecom, hardware, and enterprise software applications and or industry certification such as CompTIA A+, Network+, Cisco or Microsoft Certifications

Major Responsibilities and Duties

1. Handle incoming Tier 1, Tier 2, and Tier 3 calls through Technology Support and log issues into the district ticketing system.
2. Maintain and support physical/software access control to maintain district security.
3. Collaborate with third-party vendors to obtain district quotes for IT hardware, ensuring competitive pricing and adherence to budgetary constraints.
4. Develop and implement standardized hardware configurations and specifications in alignment with district-wide IT policies and objectives.
5. Implement and maintain configuration/organization of district ticketing system.
6. Respond to support calls remotely and on-site in a timely manner.
7. Determine escalation of support calls to designated technology staff queues.
8. Install and upgrade computers, peripherals, and multimedia devices throughout the District, as

needed.

9. Troubleshoot operating system and application problems.
10. Use remote desktop management software and remotely diagnose/control workstations.
11. Diagnose network and telecommunication problems.
12. Develop and create technical documents and videos for training, software /hardware use, user procedures, and as-required project deliverables.
13. Attend weekly meetings, gather information, and relay information to other members of Technology Support.
14. Record, track and document resolution of user problems by means of the district ticketing system.
15. Collaborate with team members and IT Analyst on continuous process improvement.
16. Represent technology support at the highest level of professionalism when communicating with internal/external customers and exceed customers' expectations.
17. Perform other duties as assigned by supervisor.

Equipment Used

Hand tools and test instruments for networks, personal 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. 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: _____

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Job Title: _____
Date: _____

My supervisor has reviewed this job description with me and has provided me a copy
Employee: _____
Date: _____