



## OCEAN VIEW SCHOOL DISTRICT

### Personnel Commission



## FIELD SERVICE TECHNICIAN

### JOB SUMMARY:

Under general supervision of the Director, Information Services performs basic installation, routine computer maintenance and basic networking operations. Provides technical assistance and support for all end-users in the district to ensure minimal down time and greatest staff productivity. Troubleshoots and makes recommendations for the repair of local and wide area network cabling.

### CLASS CHARACTERISTICS:

This is an entry level position in the Network Communication series. This classification travels to sites to pick up, deliver equipment and troubleshoot equipment problems. Participates as a team member of Information Services in supporting district users, support will be provided through on-site visits, electronic, and telephone communication. The incumbent is responsible for coordinating workload according to the ticket system, meet commitments and due dates. Volume of work is high and requires prioritizing competing tasks and requirements.

### REPRESENTATIVE DUTIES (*E denotes an essential function of the job.*):

Troubleshoot PC hardware, laptops, wall mounted touch screen kiosk, printers, copiers, Smart board projectors, Microsoft Office and other problems identified by end-users; *E*

Perform routine maintenance, minor repairs and or installations at sites; *E*

Install and test basic network infrastructure equipment, such as switches, routers, and associated cabling; *E*

Install new computers, test, and/or repair computer peripheral devices; *E*

Install, uninstall and test software; *E*

Assist in diagnosing basic problems, and determine and recommend solutions to the problem through additions, modifications, repairs, or external assistance; *E*

Document, report methods and processes for support analysis, and maintain repair records; *E*

Coordinate with end-users and technical staff, and vendors to facilitate timely repairs and or installation; *E*

Alert the Director of Information Services of developing issues and formulate potential solutions; *E*

Exhibit professional appearance and conduct in accordance with District policy, while working with end-users and the general public; *E*

Monitor, maintain and update ticket system for timely and efficient delivery of services;  
*E*

Pull, terminate and test fiber optic and low voltage cable; *E*

Perform other duties as required to accomplish the objectives of the position.

**SUPERVISION:**

General Supervision is received from the Director, Information Systems.

Supervision is not exercised over other employees.

**MINIMUM QUALIFICATIONS:**

**Knowledge of:**

- Desktop computer components and equipment; disk drives, sound cards, monitors, CD-ROM devices and network interface cards;
- Principles of computer and electronic equipment repair technology;
- Hardware and software troubleshooting;
- Internet and basic network operations;
- Enterprise electronic mail (i.e. Microsoft Exchange);
- Use and troubleshooting of current operating systems (Windows 7, XP, etc.), applications and office suites software (Microsoft Office, etc.);
- Methods, tools, materials, used in computer, telecommunications, audiovisual and sound equipment system installation, troubleshooting and repair work;
- Fiber optic testing equipment;
- Excellent judgment in customer relations, managing personal time and district resources.

**Ability to:**

- Install computer hardware, peripherals, and software;
- Plan and layout work;
- Prioritize competing tasks and requirements and accomplish them in a timely fashion;
- Read and understand technical instructions pertaining to equipment, software to be installed;
- Understand, interpret and apply written or verbal instructions;
- Establish and maintain effective interpersonal relationships using tact, patience and courtesy;
- Monitor progress of projects and coordinate effectively with district personnel;
- Use appropriate tools and electronic equipment to analyze system problems;
- Operate motor vehicle equipment.

**EMPLOYMENT STANDARDS:**

**Education:**

- High school diploma or equivalent.

**Experience:**

- One (1) year of experience involving but not limited to computer and software maintenance, computer and network help desk support, or IT field support experience.

**LICENSE REQUIRED:**

Possession of a valid and appropriate California Driver License.

**PHYSICAL DEMANDS, WORKING ENVIRONMENT AND HAZARDS:**

Stands, sits, walks, climbs stairs and ladders, maintains balance, stoops and bends, frequently, kneels, crawls, and occasionally reaches over head to perform work; frequently lifts objects weighing 25 pounds, occasionally up to 75 pounds; carries, pushes, and pulls objects while walking; uses fingers on both hands simultaneously, twists and exerts pressure with wrists and hands; has visual acuity to see small details and long distances, has normal depth perception and must have good color vision; hearing and voice communications skills sufficient to conduct normal conversation in person and on the telephone. Drives a vehicle; works around electrical hazards and equipment which makes loud noises; works with sharp objects such as drill bits and screw drivers. Has direct contact with District staff and vendors; frequently works with tight deadlines and without direct guidance from supervisors. Employment is contingent upon passing a physical examination and back evaluation test. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

New Classification Effective: 4/10/14