

This position is a member of the general support team within the Information Technology Department. The Associate Information Technology Technician will support end users of the District's technology devices, primarily a/v systems, video surveillance security systems and other special systems. This position will take front line support desk calls from schools and staff as well as internal IT customers; assisting in troubleshooting, repair, training, system guidance, and provide specialized customer service and support.

Chain of Command

The Associate Information Technology Technician reports to the Director of Information Technology.

Competencies of the Associate Information Technology Technician

- Strong written and verbal communications skills.
- Strong organizational and time management skills.
- Strong computer skills including Microsoft Office.
- Flexible team player who is time and task oriented.
- Ability to work under pressure to meet timeline and handling multiple and changing priorities.

Essential Duties of the Associate Information Technology Technician

- Cleaning, repairing and maintaining security cameras, smoke detectors, interactive boards, computers/keyboards, projectors, LSU's, IDF/MDF closets, store rooms, server rooms, computer labs and other IT equipment, rooms and workspaces.
- Replacing missing or damaged components/parts as required.
- Providing support, including procedural documentation.
- Following diagrams and written instructions to repair a fault or set up a system.
- Responding within agreed time limits to call-outs.
- Rapidly establishing a good working relationship with customers and other professionals.
- Working with User Support team throughout summer and as needed throughout the school year.
- Diagnosis, installs, configures, and troubleshoots technical problems to maintain and effect repairs of software and hardware at user sites including user instruction on equipment and software operation.
- Maintain, and enforce system security;
- Maintain and provide documentation for systems and related processes including production of reports;
- Troubleshooting system and network problems and diagnosing and solving hardware/software faults.
- Supporting the roll-out of new applications and hardware.
- Working continuously on a task until completion (or referral to third parties, if appropriate).
- Prioritizing and managing many open cases at one time.
- Talking staff/clients through a series of actions either face to or over the telephone and via email to troubleshoot issues.
- Attend other sub department meetings to gain insight and knowledge of IT specialties;
- Attend professional development trainings as directed by administration;
- Provide excellent customer to service;
- Ability to work independently, comfortable working in a fast-paced and demanding environment while also functioning as a member of an IT support team;
- Ability to work under pressure to meet timelines and handling multiple and changing priorities;
- Ability to communicate effectively, both orally and in writing;
- Other duties as assigned.

Minimum Qualifications

High School Diploma or GED and three years related experience is required; based upon assignment, Associate's Degree or two year certificated technical training and/or one year of additional specialized training may be required; or, an

equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. Must possess a valid Arizona Driver's License.

Preferred Qualifications

- Extensive knowledge in audio visual systems and/or video surveillance systems.
- Demonstrated knowledge of basic networking operations.
- Extensive knowledge in MS Office productivity tools.
- Minimum 2 years experience working with audio visual systems and/or video surveillance systems.

Date Revised

05-29-19