



## FIELD SERVICE SUPPORT TECHNICIAN

Job Code: 566FST  
Bargaining Unit: AFSCME (01)  
Effective: 10/15/2014

### Job Summary

Provide in person technical support by troubleshooting hardware, software, networking, telephony and other technological equipment; diagnose and solve problems; perform maintenance and support other technology related issues as assigned.

### Department

Technology Services.

### Reporting Relationship

Report to the Technology Services Manager and receive daily work coordination and technical direction from the Lead Field Service Support Technician.

### Responsibilities

The essential functions include, but are not limited to the following fundamental job duties:

The Field Service Support Specialist performs technology services support work in the field and directly supports the Service Desk. The Field Service Support Specialists will operate as region-oriented support teams and will travel as required to Saint Paul Public Schools sites and programs. Specific duties performed include the following

- Provide respectful and courteous customer service.
- Install, maintain, configure and troubleshoot district computers, peripherals and technology equipment to the Technology Services Department approved standards.
- Create, track, resolve, and close tickets for daily work.
- Respond to customer field support tickets routed via the Service Desk and/or Lead Field Service Support Technician assigned tickets and according to the Service Level Agreement.
- Follow guidelines, policies in the Standard Operating Procedures manual, the Service Level Agreement and the Operating Level Agreement of the Technology Services Department.

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### Responsibilities (continued)

- Attend meetings, trainings, and undergo certification processes required by the Information Technology Department.
- Keep track of time spent working on tickets in the Service Desk Support System.
- Provide detailed notes in the ticket work log.
- Gather information in order to understand the business impact of each service call.
- Troubleshoot basic and complex customer issues as assigned by Service Desk and Lead Field Service Support Technicians.
- Read and follow technical manuals, maintain knowledge on current industry trends, and follow the Service Desk knowledge base articles in daily operations.
- Install new technologies.
- Move technology from one location to another.
- Add new components to existing systems.
- Make changes or adjustments to existing systems such as performing upgrades and maintenance work.
- Complete physical inventories of computer equipment.
- Provide regular updates to the Service Desk Support Technician who must maintain Total Contact Ownership for each customer case.
- Contribute to the District's Strong Schools/Strong Communities efforts by partnering with other staff to contribute to student achievement and the alignment and sustainability of resources.
- Perform other related duties as assigned.

### Knowledge, Skills and Abilities Required

- Some knowledge of local area networks and related technologies.
- Excellent skills working with Microsoft Office products and other hardware and software industry standards.
- Excellent communication skills, verbal written and listening, including the ability to communicate effectively with individuals of varying levels of technology knowledge and skills.
- Good customer service and problem solving skills.
- Considerable ability to interact effectively with both building and district staff representing diverse cultural, ethnic and socioeconomic backgrounds.
- Considerable ability to work with minimal supervision.
- Ability to read, understand and follow technical and instructional documentation.
- Ability to work as a member of a team.
- Ability to work with detailed information.
- Ability and willingness to learn new technical skills relating to **field service** functions.

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### **Knowledge, Skills and Abilities (continued)**

- Ability to handle multiple tasks and respond to changing priorities.
- Ability to safely lift and carry objects weighting fifty-five pounds.
- Ability to crawl under furniture to make computer connections.
- Ability to climb stairs.
- Ability to work in confined spaces.
- Must have access to a reliable means of transportation in order to travel to multiple sites during the day.

### **Minimum Qualifications**

- High school diploma or GED certificate.
- Three years of hands on work experience in the technical field involving the installation, troubleshooting and maintenance of Windows and Apple hardware, software, peripherals, operating systems and local area network environments.

### **Preferred Qualifications**

- A+ Certification.
- Network+ Certification
- Experience with the following:
  - Windows 7 and 8; IOS X
  - Casper Remote
  - Apple Remote Desktop
  - iPad version 2, 3 and Air; iPhone version 5 thru 6
  - Interactive White boards