



Field Services Technician

<i>Approved:</i>	December, 2020
<i>Reports to:</i>	Director of Technology
<i>Supervises:</i>	None
<i>FLSA Status:</i>	Non- Exempt from Fair Labor Standard Act

Job Related

General Duties: The Field Services Technician assists district technology staff with general network maintenance, support, installation, and troubleshooting. Field Service Technician is deployed full time or part time at a LACA member district.

Specific Duties:

1. Provides troubleshooting and support of all district devices and software as directed by the District Liaison, including but not limited to Chromebooks, workstations, and network devices.
2. Maintain working knowledge of District Active Directory (or equivalent) tools and processes, including but not limited to maintenance of user and computer accounts, maintenance of security groups, maintenance of group policies, scripting, and overall health of the customer network.
3. Maintains maximum knowledge of operating all local and remote printers, scanners, terminals, and additional peripherals as defined by the Director of Technology and District Liaison.
4. Prepares documentation for users as needed.
5. Completes all necessary paperwork and forms in a timely manner.
6. Performs routine error logging and reporting.
7. Evaluates existing procedures/policies and recommends improvements.
8. Track all work done for the purposes of billing, tracking of maintenance issues over the long term, and time management.
9. Attends training as necessary.
10. Attends LACA functions and meetings as necessary
11. Maintains a good working relationship with all district staff to ensure a coordinated team approach to the institution of procedures and the resolution of problems.
12. Performs all other duties as defined and directed by the LACA Director of Technology and District Liaison.

Personal

Proposed: 12/10/2020
Approved: 12/10/2020
Motion: 21-016



1. Maintain professional and responsible attitude and respect.
2. Is dependable in attendance.
3. Has a good working relationship with users, staff and vendors.
4. Accepts authority and direction.
5. Supports and reflects organization policy and image.
6. Retains good working attitude when overtime is required.
7. Excellent management and organizational skills

Qualifying Experience

1. Minimum 2 year computer degree and/or 2 years experience in a systems administration position.
2. Good written and verbal communication skills, and must interact well with Director of Technology, users, and vendors inspiring confidence from all.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language skills: Ability to read, analyze and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from staff members and clients, regulatory agencies, or members of the business community. Ability to write reports. Ability to effectively present information to top management, public groups, and/or boards of directors.

Reasoning Ability: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret and extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Physical Demands: While performing the duties of this job, the employee is required to sit, stand, walk, and use hands to finger, handle or feel objects, tools, or controls. The employee frequently is required to reach with hands and arms, talk, or hear. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl, taste and smell. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. The employee may occasionally be expected to move and/or lift 100 pounds or move but may obtain assistance or use equipment and carts to facilitate these tasks. Specific vision abilities by this job include close vision, color vision, peripheral vision, depth perception and the ability to adjust focus.



Work Environment: While performing the duties of this job, the employee frequently works near moving, mechanical parts and is frequently exposed to fumes or airborne particles and risk of electrical shock. The noise level in the work environment is usually moderate to occasionally loud.

Equal Employment Opportunity Statement

LACA offers equal employment opportunity to all job applicants and gives all staff members equal consideration in all practices, terms and conditions of employment. LACA abides by all local, state and federal laws regarding equal employment opportunity and shall make all employment decisions without regard to race, color, religion, national origin, gender, ancestry, age, disability, genetic information, military status, veteran status, or any other characteristic protected by law.