EAST VALLEY INSTITUTE OF TECHNOLOGY
JOB DESCRIPTION

JOB TITLE: IS Support Technician

DIVISION: District Office   **STATUS:** Full-time/Exempt

DEPARTMENT: Information Systems   **TERM:**   12 months

REPORTS TO: Director of Information Systems

SUPERVISES: None

GENERAL PURPOSE: Under general supervision the IS Support Technician performs technical support in the area of information systems, including but is not limited to the specification, installation, modification, maintenance and training of equipment and software used on the districts data, wireless and voice networks, in accordance with district processes and procedures.

ESSENTIAL DUTIES:

- Provides technical support, assistance and customer service to school administration, staff and students.
- Provides support for all technology equipment, to include but limited to PCs, Macs, Chromebooks, iPad/Tablets, VoIP phones, printers, projectors, audio visual equipment and/or other technology related classroom equipment.
- Prepares, develops and deploys new applications and desktop images for Windows, Macs and iPad/Tablet devices.
- Troubleshoots and resolves problems with computer hardware, software and peripheral equipment.
- Creates, manages and maintains user network accounts.
- Picks up and delivers computer equipment.
- Provides basic training to staff on various hardware and software.
- Provides assistance to staff regarding various hardware and software usage.
- Updates documented procedures.
- Responds to inquiries from staff by determining their needs or troubleshooting their problems.
- Attends meetings and training per requirements of the Supervisor.
- Installs, configures, upgrades, and repairs computers, printers and peripherals.
- Prepares, updates and maintains technical inventory database of all technology related equipment.
- Conducts research to identify the most common user problems and recommends solutions.
- Assists in the planning, testing and implementation of computerized systems and applications used within the District and the Information Systems department.
- Provides input into information systems policies and procedures.
- Ensures confidentiality of program records and student information.
- Performs and completes other tasks as assigned by Supervisor.

EDUCATION AND EXPERIENCE:

- Associates degree, preferably, in Information Technology or related field; *and*
- Two years of increasingly responsible experience performing duties detailed above; *or*
- An equivalent combination of education and experience sufficient to perform the essential duties of the job such those listed above.
- CompTIA A+ or CompTIA Net+ Certification preferred but not required.

SKILLS, KNOWLEDGE, AND ABILITIES:

- Ability to work under limited supervision and manage work assignments, meet schedules and timelines.
- Knowledge of network structures and cabling.
- Knowledge of online collaboration and instructional technology tools.
- Knowledge and understanding of user and desktop management applications such as desktop security policies, printing policies and anti-virus software.
- Possesses fundamental computer systems and telecommunication equipment analysis and troubleshooting techniques.
- Possesses effective written and verbal communication skills.
- Working knowledge of LAN/WAN components, usage and basic networking troubleshooting skills.
- Be tactful, have good interpersonal skills and use sound judgment.
- Knowledge of Windows 7/10, Chrome OS, Mac OS 10.x, Android and iOS operating systems.
- Knowledge of network operating systems, such as Windows Server and Linux platforms.
- Knowledge of Microsoft Office Suite.
- Knowledge of Google's Gmail and G Suite applications

WORKING CONDITIONS:

The employee hired for this position will work a basic 40-hour workweek. Hours may be staggered but are normally scheduled between the hours of 7:00 a.m. – 6:00 p.m. The employee also may be occasionally required to work evening hours or on weekends. Overtime work may be necessary when unexpected technical problems arise. One hour is allotted for lunch.

Normally, this position works in well lit, comfortable offices or computer labs. However, the employee occasionally works near moving mechanical parts and may be exposed to risk of electrical shock. The noise level in the work environment is usually moderate to high. The employee may be required to lift up to 40 pounds. Because this position will type at a keyboard for long periods, the employee may be susceptible to eyestrain, back discomfort, and hand and wrist problems.

The employee will interact with many types of personalities and other individuals, i.e., family members, business associates, or community members who may be angry, difficult, or indifferent. All these factors may contribute to a stressful environment, and therefore, while this work may be satisfying, it can also be emotionally draining.

This position is eligible for paid Federal, State, and District approved holidays during the 12- month working period.

Occasionally, as needed, the employee hired for this position may drive EVIT vehicles to conduct school and District business. Proof of a valid Arizona driver's license and personal insurance must be provided to the Human Resources Department at the time of hire.

Applicable Arizona Statutes pursuant to Title 15 (Education), Title 13 (Criminal), and Title 38 (Public Officers and Employees) prevail. Proof of immunization (***if born on or after***
January 1, 1957) and fingerprinting shall be required of all employees.

I FULLY UNDERSTAND THE JOB DUTIES, RESPONSIBILITIES AND WORKING CONDITIONS THAT ARE OUTLINED ABOVE AND THAT HAVE BEEN DISCUSSED WITH ME BY MY SUPERVISOR ON _____ .

Employee's Signature	Date	Supervisor's Signature	Date