



## **VACANCY ANNOUNCEMENT**

### **Technology Field Technician**

### **District Wide Support as assigned**

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**DATE:** October 3, 2022

**REPORT TO:** Field Tech Manager, Director of Technology

**PAY SCALE:** \$18.00-\$28.00/hour

\*An additional \$1 per hour will be paid for Apple Service certification or other certification approved by the district.

**HOURS PER WEEK:** 40

**COMPENSATION BENEFITS:** Pursuant to the Unaffiliated Staff Agreement.

**STARTING DATE:** ASAP

#### **DUTIES AND RESPONSIBILITIES:**

- Support IT and A/V Tech systems
- Provide technical assistance and support to end-users on the application of technologies for their workflows
- Provide onsite, in-person support for IT and classroom technologies
- Install and configure hardware and software solutions including imaging and patching of computer and A/V systems
- Install and configure cabling that supports IT and A/V Tech systems
- Clean, configure, and maintain computer workstations, computer labs, mobile devices, A/V tech, and network hardware
- Diagnose and repair equipment as appropriate
- Coordinate repair services for onsite and offsite work
- Log and manage support issues and resolutions
- Implement solutions delivered through IT functions
- Pick-up and deliver supplies, parts and equipment
- Create and maintain required documentation
- Interact with staff, students, and parents in a positive and supportive manner
- Advocate for client's needs
- Some evening and weekend hours are required when necessary

#### **QUALIFICATIONS:**

- Minimum Associate's degree in a technology related field, or combination of education and experience. Candidate may demonstrate current and verifiable pursued degree as part of this combination
- A+/ITIL certifications strongly preferred

- One to three years experience providing end-user support on computer hardware and software systems including PC's, Mac's, iPads, printers, interactive projectors, document cameras, and networking infrastructure cabling
- Valid Driver's License
- Eligible/authorized to work in the United States

#### **KNOWLEDGE & SKILL REQUIREMENTS:**

- Provide effective communication to users and team members – management of issues and resolutions
- Participate in creating a constructive and collaborative team environment by sharing knowledge and contributing to process improvements
- Document workflows, workarounds, and solutions for internal clients and projects
- Promote the effective use of technology, best practices, and enhance individual productivity through continuous testing and review of technology solutions
- Demonstrate a passion for technology innovation and use
- Demonstrate ability to handle stressful situations in a calm, professional manner while serving the client's best interests
- Demonstrated ability to project professionalism over the phone and in person
- Demonstrated technical writing and documentation skills
- Demonstrated ability to take initiative, follow-through, and complete projects/tasks/solutions with little direction and manager oversight
- Demonstrated ability to work independently and in a team environment
- Excellent written and verbal communication skills - including presentations skills
- Track record of commitment to client and customer service principles
- Strong organization skills to prioritize work, pay attention to details, balance and lead complex tasks
- Good interpersonal skills to interact with clients, senior level personnel, and team members

#### **PHYSICAL REQUIREMENTS:**

- Ability to move/transport 50 lbs. (supplies/equipment) about once per month
- Have the hand/grip strength to operate and move equipment and be able to hold 15 lbs. over head
- Ability to bend/squat/reach/kneel/twist with hands, feet, and body numerous times daily
- Ability to remain in a stationary position at least 50% of the time
- Ability to ascend/descend ladders/scaffolding and operate tools
- Continuously converse, collaborate, and exchange information with others
- Job requires frequent long-term use of computers, computer displays, input devices, and telephones

**METHOD OF APPLICATION:** All applicants (including internal) must submit an application at: [Oakland Human Resources Consortium](#)

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