



OFFICE OF HUMAN RESOURCES

Job Information

Job Title: IT Service Technician II-Internal Posting Only	Last Revised/Approved: 6/11/19
Job Code: 3646	Reports To: Supervisor, Technology
Office: Office of Human Resources	Department: Technology

Compensation Information

Pay Grade:	Pay Range:
FLSA Status: Non-Exempt	Term of Employment: FT

Position Summary/Purpose:

Provides technical support to schools for the maintenance of technology equipment and services to include the repair and imaging of laptops, desktops, chrome books, tablets, cell phones, printers, scanners, smartboards and other equipment. Technical audio/video support at school and district events. Leads major projects and trainings.

Core Competencies:

- Decision Quality and Problem-Solving
- Communication and Customer Service
- Professionalism
- Equity, Access and Inclusion

Essential Functions:

- Maintenance and installation of all types of computing and technology devices to include but not limited to
 - Laptops and desktops
 - chrome books and tablets
 - cell phones
 - printers and scanners
 - projectors, SMART boards and interactive flat panels
 - other equipment and supporting peripherals
- Monitors the Cherwell Service Management incidents.
- Setup/configure audio, computer and projection equipment for school and district events. Provide lead support for these events as well as superior customer service.
- Proven initiative in leading district IT project(s) with successful outcome.
- Assists Supervisors and Systems Administrators in problem solving, finding solutions and troubleshooting issues in schools or district.
- Mentor IT Service Technician I and Student IT Interns with service repair, maintenance and installation needs as they are requested.
- Inventory School Technology, label, distribute and document.
- Create Student IDs and maintain Assure ID database.
- Support specialized hardware and software for PLTW, Robotics and other high school curriculum.
- Assist Schools Administration with making decisions regarding Technology Budget taking into consideration Technology Department and District Initiatives.
- Follow and communicate the IT Service Technicians Procedures/Expectations/Job Duties document.
- Provides exceptional customer service through positive communication and fostering a welcoming environment.
- Actively supports the MPS Strategic Plan.
- Performs other duties as assigned.

Job Requirements:

Education Requirements:

- Associate's degree in Technology or related field required.
- Certification from at least one of the following: Comp Tia A+ hardware, Network + and/or Microsoft MCP/MTA.

Experience Requirements:

- Four years of technical work experience as an MPS employee assigned to a large high school or district level office environment.
- Must have a driver's license and access to a fully-insured vehicle throughout employment.

Knowledge, Skills and Abilities:

- Effective oral and written communication and presentation skills are essential.
- Skill at organizing resources and establishing priorities.
- Must be self-directed.
- Excellent teamwork skills are essential.
- Accuracy with numbers, dates and spelling are critical.
- A demonstrated ability to work well with external customers, departmental staff, other central office departments and school staff is required.
- Must have excellent planning and organizational skills.
- A strong working knowledge of computer applications to include MS Office, Adobe, Smartsheet and other frequently used software.
- Must be able to manage numerous responsibilities with varying deadlines.
- The ability to gather data, compile information and prepare reports.
- Knowledge and understanding of current technology issues and future trends.
- Demonstrated ability to apply computer technology in the performance of duties.
- Must be able to work successfully with a diverse population.

Working Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- Typical office or school environment.
- Position may be required to work additional hours, outside of the normal business day as a regular part of the job.
- Travel around the city of Milwaukee is required.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job with or without reasonable accommodation.

Equal Opportunity:

It is the policy of the District that persons seeking employment with the District shall not be discriminated against in employment by reason of their age, race, creed, color, religion, handicap or disability, pregnancy, marital or parental status, sex, citizenship, national origin, ancestry, sexual orientation, arrest record, conviction record, military service, membership in the National Guard, state defense or reserves, political affiliation, use or nonuse of lawful products off the employer's premises during nonworking hours, declining to attend a meeting or to participate in any communication about religious matters or political matters, the authorized use of family or medical leave or worker's compensation benefits, genetic information, physical, mental, emotional or learning disability, or any other factor protected by local, state or federal law in all employment practices including terms, conditions and privileges of employment.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

Reasonable accommodations shall be made for qualified individuals with a disability, unless such accommodations would impose an undue hardship on the District. Requests for accommodations under the Americans with Disabilities Act or under the Wisconsin Fair Employment Act must be submitted to the Employee Rights Administration Department in the Office of Human Resources.