

FNSBSD JOB DESCRIPTION	
<i>Job Title:</i> Information Systems Support Technician II	
<i>Supervisor:</i> Executive Director of Technology	<i>Classification:</i> Classified (ESSA)
<i>Days/Months:</i> 12 months	<i>Grade:</i> 12

Job Summary

Provides specialized level II support and training to end users and level I support technicians within the district's information technology environment, to include support for student information and business information systems, including peripheral devices and supplemental software.

Essential Job Functions

Evaluates and tests software versions and new applications; assists in software releases and roll-outs.

Provides software security user support for information systems users.

Evaluates support resolutions and alerts management to emerging trends in incidents in order to prevent future problems.

Designs, develops, and delivers software application training and individual classes; reviews training materials and documentation (to include help sheets and FAQs) to ensure they are kept current.

Fields and prioritizes incoming help requests from end users via both telephone and email; records, tracks, and documents trouble ticket requests, including all actions taken, through to final resolution; tests fixes to ensure problem has been adequately resolved.

Researches and accesses software updates, drivers, knowledge bases, and frequently asked questions on the Internet; uses resources provided by software vendors to aid in problem resolution.

Performs data integrity actions on critical databases through the use of reports and data queries.

Writes and prepares ad-hoc reports and database queries, including the use of MS Word/Excel merges.

Assists in providing level I support when request volumes are high.

Acts as an escalation point for advanced or difficult help tickets or requests.

Non-Essential Job Functions

Performs other job-related duties as assigned.

Equipment Used

Macintosh OSX, PC Windows, digital and video cameras, document scanners and cameras. Typical office equipment such as telephones, copiers, printers, etc. Software used includes Microsoft Office Suite, email systems, web browsers, Adobe Acrobat, PowerSchool Premier, and Munis.

Independent Decisions

Decision making of a routine job-related nature expected. Responds to technology work orders and teacher and staff technology related questions with answers involving independent decisions based on previous written or oral guidance and job experience. Employs sound judgment to prioritize workflow ensuring timely completion and maximizing customer satisfaction.

Primary Working Contacts

School and district administrative staff, classroom teachers, instructional technology teachers, senior level administrative staff, and parents.

Responsibility for Cash, Equipment, Safety

Routine care for computer equipment.

Supervision Received and Exercised

None given; supervised by the executive director of technology.

Unusual Working Conditions

None.

Evaluation

Annual written evaluation.

Physical and Mental Demands

The physical demands of this position require frequent standing, walking, sitting, speaking, and hearing. Requires near vision to write and read printed materials and computer screens. Requires hearing and speaking to exchange information on the telephone or in person. The employee is regularly required to reach with his/her hands and arms and occasionally lift items weighing up to 20 lbs. Must be able to use carts, ladders, dollies, and stools to assist in moving or shelving items. Requires sufficient arm, hand, finger dexterity to operate a keyboard and other office equipment. Repetitive motions with wrists, hands, and fingers may also be required. Additionally, the employee must be able to communicate by oral and written means in an appropriate business manner and have cognitive skills to understand instructions, readily recall facts and details, handle conflict, and make effective decisions under pressure.

The Fairbanks North Star Borough School District is committed to providing reasonable accommodations, according to the applicable state and federal laws, to all individuals with qualified physical or mental disabilities.

Job Qualifications

The following are required:

1. Bachelor's degree in computer science or computer-related field or equivalent technical training. Applicable technology training experience may be substituted on a year-for-year basis.

2. Minimum of two (2) years of experience in the area of enterprise information systems and technical proficiency in standard microcomputer based systems and applications.
3. Experience with desktop operating systems, including Mac OS and MS Windows. Experience working in a team-oriented, collaborative environment.
4. Strong interpersonal and customer service skills. Excellent written and oral communication skills in English, including instructional and presentation skills.
5. Strong attention to detail.
6. Good analytical and problem solving skills.
7. Knowledge of basic computer hardware, including Macintosh, PCs, printers and scanners.
8. In-depth, hands-on knowledge of enterprise and desktop applications, including Microsoft Office Suite, Enterprise Resource Planning (ERP) and/or Student Information Systems (SIS).
9. Ability to communicate effectively through speech, writing, and visual presentations.
10. Ability to conduct research into a wide range of computing issues as required and to absorb new ideas and concepts quickly.
11. Ability to prioritize and execute tasks in a high-pressure environment while remaining self-motivated and self-directed.

The following are preferred:

1. None.

Additional Job Information

Fairbanks North Star Borough School District employees must possess the ability to read and write in English. This includes the ability to communicate in English with school staff, coworkers, and the public. Employees must also have the ability to comprehend and carry out oral and written directions and understand and follow English instructions and written documents.

The Fairbanks North Star Borough School District is an Equal Opportunity Employer.