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## INFORMATION TECHNOLOGY TECHNICAL SUPPORT REPRESENTATIVE I, II & III

### **BASIC FUNCTION**

Under general supervision, provide exemplary customer service and technical support to end users at District sites and offices; identify and resolve hardware and software operating problems; configure, install, test, maintain, troubleshoot and repair computer equipment, telecommunications systems, software and peripheral equipment; provide training to District personnel in the proper operation and care of technologies; update and maintain a variety of records related to work orders, technology parts inventory, software licenses and third party vendor repairs.

### **REPRESENTATIVE DUTIES**

*The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.*

- Troubleshoot, diagnose and repair a variety of technologies, computer hardware, software, networks and peripheral equipment; assure user needs are met and technical support issues are resolved in a timely manner. “E”
- Deliver service and support to end-users via telephone, remote connection, in-person or over the internet “E”
- Gather customer information and determine issues by evaluating and analyzing the symptoms; attempt to diagnose and resolve technical hardware and software issues through initial Service Desk contact, determine if additional information is required, prepare service request tickets for Tech Support field service; process and record call transactions using designated tracking software. “E”
- Identify and redirect problems to appropriate resources; escalate priority issues per District protocols; follow up and make scheduled call backs to end-users and communicate with vendors as necessary. “E”
- Develop and maintain knowledge of District technologies, hardware, software, telecommunications, innovations and trends, through formal training, printed and on-line professional journals and publications, contact with other technology support professionals, and self-initiated study; stay current with system information, changes and updates. “E”
- Update and load approved software such as operating systems, instructional and office automation applications to user computers and related technologies; assist and provide technical support for users during technology deployments, system upgrades, enhancements or other technical projects. “E”
- Collaborate with and support colleagues in learning and sharing information and experiences regarding issues, problems and concerns, updating and repairing of District technologies, hardware, software and peripheral equipment; participate in and/or develop trainings, user guides and other technical documentation; train colleagues and designated District staff to enhance the knowledge base of those involved in the use, repair and replacement of District technologies. “E”
- Demonstrate a commitment to the Portland Public Schools Equity Initiative by developing a thorough knowledge and application of the district Racial Educational Equity Policy and other board policies; participate in staff development, in-services and trainings related to diversity, equity and inclusion in the workplace and in K – 12 education; model appropriate behaviors; develop, recommend and implement improvements to educational business practices with awareness and understanding of their impact in a racially and culturally diverse community. “E”
- Participate in evaluating a wide variety of technologies, computers, software and peripheral equipment for use in the District; provide recommendations concerning the purchase of new computer systems, software and equipment. “E”

- Track district hardware, assets and inventory updates including recording additions, moves and changes in the district IT Asset Inventory System; receive and sign for incoming shipments and upon receipt, store goods, mark parts with identifying labels or arrange for the storing and/or labeling of orders by designated warehouse staff. “E”
- Attend and participate in a variety of conferences, in-service trainings and meetings. “E”
- May initiate orders for a variety of technology parts, equipment and software;
- May serve in a lead role, providing work direction and guidance to assigned staff.
- Perform related duties as assigned.

*Note: At the end of some of the duty statements there is an italicized “E”, which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.*

## **DISTINGUISHING CHARACTERISTICS OF THE CLASS**

All classifications in this series are responsible for assuring that District technologies, computers, software, telecommunications and peripherals are maintained and kept in working order; employees may be responsible for general IT support or the support of a specific department. The levels are differentiated by the scope of work performed, the levels of complexity in troubleshooting and correcting problems, leadership over processes and staff and input into cross-functional teams and activities related to technologies’ support and functionality.

The Technical Support Representative I is the entry-level classification in the Technical Support series. Employees in this classification provide Tier I basic, routine support service through the centralized Service Desk call center and via email contact. Employees in this classification will job shadow and train with the Technical Support Representative II staff to develop hardware and software field service expertise and to learn to troubleshoot and repair the more complex, non-routine Service Desk service requests. Upon successful completion of not less than one (1) year of active participation in Service Desk and Field Service training and development in troubleshooting and problem-solving issues at the Service Desk, employees in this classification who have gained sufficient knowledge of the broader scope of more complex elements of the professional level, may advance, with the confirmation of duties and recommendation of department leadership, to the Technical Support Representative II classification.

The Technical Support Representative II is the professional-level classification in the Technical Support series. Employees in this classification perform the full scope of Tier II duties to troubleshoot, diagnose and repair a variety of technologies, hardware, software, internet, telecommunications and peripheral equipment. Employees in this classification share knowledge and expertise regarding failures and fixes, and participate in mentoring, training and development of division staff.

The Technical Support Representative III is the advanced-level classification in the Technical Support series. Employees in this classification resolve the most complex technical problems as well as those escalated beyond the expertise of professional level technical support staff. Employees develop and present formal and hands-on training to develop and enhance the expertise of entry and professional level staff and may serve in a lead role, providing work direction and guidance to technical support staff.

## **EMPLOYMENT STANDARDS**

### Knowledge of:

Methods and practices related to the installation, configuration and maintenance of computer hardware, software, networks and peripheral equipment.

Computer languages, operating systems, hardware and software applications utilized by the District.

Materials, methods and tools used in the operation, maintenance and repair of a variety of technologies, computer hardware, software, telecommunications equipment and networks, and peripherals.

Network server systems.

Components and capabilities of network hubs, switches, routers, servers and cabling. Local and wide area network configurations and software.

Common symptoms of malfunctions of network components.

Inventory methods and practices.

Basic record keeping preparation techniques.

Technical aspects of field of specialty.

Oral and written communication skills.

Applicable laws, codes, regulations, policies and procedures.

Effective customer service skills using tact, patience and courtesy.

Ability to:

Deliver a high-level of customer service to district stakeholders.

Install, configure and maintain a variety of technologies, computer hardware, software, networks and peripheral equipment.

Troubleshoot, diagnose and repair a variety of technologies, computer hardware, software, networks and peripheral equipment.

Maintain current knowledge of technological advances in the field.

Interpret, apply and explain rules, regulations, policies and procedures.

Provide technical assistance to technology system users.

Understand and resolve technology issues, complaints or problems.

Operate a variety of tools and equipment utilized in the operation and repair of computer systems.

Advocate, model, learn and implement Portland Public School's Racial Equity Initiative.

Receive, store and inventory technology parts, software and equipment.

Maintain a variety of records.

Prioritize and schedule work.

Meet schedules and timelines.

Communicate effectively both orally and in writing.

Drive a vehicle to conduct work.

Establish and maintain effective working relationships with others.

Read and understand technical sketches, drawings and specifications.

Learn District policies, procedures and organizational structure.

Understand, interpret and apply technical material, rules, procedures and policies.

Communicate technical concepts and procedures to a variety of technical and non-technical audiences.

Establish and maintain effective working relationships.

**Education, Training and Experience:**

The education training and experience for the Technical Support Representative I classification is typically obtained through the completion of/or the equivalent to high school graduation, supplemented by college-level coursework in Information Technology, Computer Science, or closely related field or one (1) year of experience as an Instructional Technology Assistant or High School Site Technology Specialist with Portland Public Schools.

The education training and experience for the Technical Support Representative II classification is typically obtained through the completion of an Associate's Degree in Information Technology, Computer Science, or closely related field and requires a minimum of two (2) years of experience providing Tier II Service Desk and Field Service technology support, including installing, troubleshooting and repairing a variety of technologies, software, hardware and peripherals or one (1) year of experience as a Technical Support Representative I with Portland Public Schools.

The education training and experience for the Technical Support Representative III classification is typically obtained through the completion of an Associate's Degree in Information Technology, Computer Science, or closely related field and requires a minimum of three (3) years of experience providing highly complex and most difficult Tier III Service Desk and Field Service technology support, including installing, troubleshooting and repairing a variety of technologies, software, hardware and peripherals or two (2) years of experience as a Technical Support Representative II with Portland Public Schools. Experience in a lead or supervisory role is desirable.

Experience working in a public K-12 school district or public agency serving and supporting a richly diverse community is highly desirable.

Additional directly related, verifiable work experience may substitute for the Associate's degree on a year-for-year basis.

Any other combination of education and experience that would likely provide the required knowledge and abilities may be considered.

Special Requirements:

Some positions in this classification may require the use of a personal automobile and possession of a valid driver's license.

**WORKING CONDITIONS**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.*

**Work Environment:** Work is performed primarily in a standard office environment and on school campuses with public contact and frequent interruptions.

**Hazards:** Road conditions during heavy traffic and weather extremes; potential conflict situations.

**Physical Demands:** Primary functions require sufficient physical ability and mobility to work in an office and school setting and to routinely drive to and from District facilities; dexterity of hands and fingers to operate a computer keyboard, screwdriver and other standard tools, office and test equipment; sitting, standing and walking for extended periods of time; crawling, kneeling, bending at the waist; lifting, pushing, pulling and carrying cables, office equipment, computers and peripheral equipment, supplies and materials weighing up to 50 pounds; repetitive hand movement and fine coordination to use a computer keyboard; hearing and speaking to exchange information in person and on the telephone; seeing to read, identify small parts, prepare and assure the accuracy of documents.

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FLSA: Non-Exempt

Bargaining Unit: N/A

Salary Grade: TSR I-15; TSR II-20; TSR III-25

Approval Date: December 6, 2016

*Portland Public Schools recognizes the diversity and worth of all individuals and groups and their roles in society.*

*The District is committed to equal opportunity and nondiscrimination in all its educational and employment activities. The District prohibits discrimination based on race; national or ethnic origin; color; sex; religion; age; sexual orientation; gender expression or identity; pregnancy; marital status; familial status; economic status or source of income; mental or physical disability or perceived disability; or military service.*

*Board of Education Policy 1.80.020-P*