

**FORT STOCKTON INDEPENDENT SCHOOL DISTRICT  
FIELD COMPUTER SUPPORT TECHNICIAN JOB DESCRIPTION  
Posted September 28, 2011**

**JOB TITLE:** Field Computer Support Technician  
**WAGE/HOUR STATUS:** Nonexempt  
**Days:** 250

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**A. Reporting Relationships**

**1. Reports to: Technology Director and Network Administrator**

**2. Also work with:**

**Internal: Management Information Systems personnel (MIS) at FSISD  
Technology, Principals, Department Heads, School Personnel, All  
District Computer Users**

**External: Vendors, occasionally**

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**B. PRIMARY PURPOSE**

To provide technical and computer support to all FSISD computer users.

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**C. PRINCIPAL DUTIES AND RESPONSIBILITIES**

**Installation:**

- Setup, install and upgrade computers and peripherals throughout the district.
- Maintain computers, laptops, printers, and other support equipment as needed.
- Relocate computer hardware, peripherals, and equipment as needed.
- Install and configure software as needed.

**Equipment Repair and Maintenance:**

- Analyze and troubleshoot hardware and software problems and investigate solutions.
- Build cables and install cable runs when required.
- Instruct users in the proper usage and maintenance of computer equipment.
- Provide preventative maintenance services as feasible.
- Document and track all repair requests.

**Personal Qualities needed:**

- Maintain current knowledge on computer technologies.
- Ability to prioritize requests based on several factors.

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- Willingness to work with all district personnel on a one-on-one basis or in a workshop setting.
- Ability to travel frequently throughout district and work a modified schedule as required.
- Ability to engage in physical activity such as lifting, kneeling, climbing (ladder), and other activities required to perform job functions.
- Ability and willingness to observe professional and ethical work standards and handle confidential and sensitive information with the utmost integrity.
- Strong work ethic
- Friendly and personable and enjoys working with people.
- Perform all other duties as assigned.

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**D. Qualifications/Dimensions**

- **Education:**
  - High school diploma or GED
  - An Associate's Degree in a computer maintenance or related field or certification in an IT certified field is preferred.
  
- **Experience:**
  - One year work experience installing, maintaining and repairing computers and peripherals.
  - Experience with computer software (especially MS Office and curriculum) preferable.
  - Experience with data communications and computer hardware and software preferable.
  
- **Special Knowledge/Skills:**
  - Strong working knowledge of networking and hardware repair
  - Knowledge of computer workstation setup (Windows 2000, XP, and Vista workstations in a Windows Domain/ Active Directory environment)
  - Ability to learn new hardware and software preferable
  - Ability to install, maintain, and repair computers and peripherals, including printers, projectors, document cameras and scanners.
  - Ability to diagnose desktop problems and perform repairs
  - Effective English oral and written communication skills
  
- **IT Certification:**

Comp TIA A+ or MCSE preferred. Other IT certification considered.

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- **Equipment Used:**

Computer-related equipment (software and hardware) and assorted computer diagnostic and repair tools.

- **Working Condition: Mental/Physical demands/Environmental Factors:**

- Occasional prolonged and irregular hours
- Heavy lifting, kneeling, climbing or ladders, and
- Hot and dusty conditions must be tolerated.
- Driving a school vehicle when transporting computer equipment.

It is the responsibility of the FSISD employees to work in the safest manner possible at all times and to report safety hazards throughout the campus and/or departments to the Principal and/or Department Head to help reduce the possibility of injury to himself or herself and others as well as to report all accidents, regardless of severity, to the immediate supervisor and Risk Management.

**NOTE: Applicant must meet other alternatives to the above qualifications as the Superintendent may find appropriate and acceptable.**

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**E. The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities, duties, and skills that may be required.**

**Contact:**

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**Apply online at: <https://apps.winocular.com/ftstockton/apply/>**