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| Job Title: | Field Tech (Desk Side) Support Analyst | Job Category: |  |
| Department/Group: | APS - IT | Job Code/ Req#: | 61954 |
| Location: | On Site  **Address**  130 Trinity Ave SW 5th Floor Atlanta, Georgia 30303-0000  Candidate Must Be Local | Travel Required: |  |
| Level/Salary Range: |  | Position Type: | Contract |
| Duration | 01/01/2024 - 06/30/2024 | Date Posted: | 01/03/2024 |
| Expenses Allowed | Yes | Posting Expires: | 03/31/2024 |
| **Quantity Requested** | 5 | Send Resumes to | resumes@taurusbiz.com |
| **Schedule:** | | | | |
| **Days**  Monday Yes Tuesday Yes Wednesday Yes Thursday Yes Friday Yes Saturday No Sunday No  **Hours/Day**  8  **Time Zone**  EST  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Shifts Start Time End Time Description Active**  Shift 1 8:00 AM 5:00PM Yes  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Description**  **\*\*THIS IS AN ON-SITE POSITION\*\***  **Purpose:**  The Atlanta Public School System is seeking the services of multiple Field Tech Support Analysts to provide  direct first-line desk side support to APS schools and administrative locations.  **Summary:**  The Field Tech Support Analyst will be assigned to 1 or more schools or locations. The number of assigned  locations depends on the student enrollment and number of employees. Work is directed by the IT  Specialist/Manager for the assigned cluster to meet the operational needs of the assigned school.  **Scope of Work/Key Responsibilities:**  Adhere to established standard operating procedures and service level agreements through the following:  Maintain exceptional customer service posture at ALL TIMES  Build strong relationships with the school administration team, including but not limited to the Principal,  Assistant Principal, Main Office staff, business managers and media specialists  Arrive at the school no less than 30 minutes prior to first bell  Monitor assigned support tickets for assigned locations; troubleshoot and resolve issues  reported  Work with Level 3 support and specialized Subject Matter Expects to resolve advanced technical issues.  Escalate complex issues to the IT Specialist/Manager for the assigned cluster as first point of contact  Support a teaming environment with field support technicians at other schools within your  assigned cluster and beyond  Perform support activities including but not limited to:  o Proactively check the status of computer labs & media center computers on a daily basis  o Maintain and update Chrome carts for student use  o Maintain, update, and troubleshoot interactive whiteboards, panels, digital signage devices and  projectors to ensure that they are functional.  o Ensure “test readiness” for standardized tests through updating carts and lab equipment  o Troubleshoot and/or replace Kronos hardware  o Maintain and troubleshoot location Marquee signs  o Troubleshoot and resolve minor wireless and network issues  o Install OS updates and patches on Apple, Chromebooks, and Windows based PC devices  o Install, configure, and support printing devices.  o Maintain accurate asset assignment in Nimbus and Incident IQ.  o Maintain work areas and workspaces, including MDF/IDF closets  o Coordinate removal of obsolete equipment as required  o Serve as first point of contact for Media Center Specialists/Technical Liaisons for one- to-one  student devices as needed  o Meet with onsite vendors as required to support L3 teams  o Assist with deployment of new equipment  o Check monitoring tools for any school outages (wireless AP, switches, kronos clocks)  Provide support for IT projects and AV events in the assigned schools  Document all work performed (and steps to resolve issues) at all times within ticketing system for audit or  knowledgebase purposes  Record and submit checklists or other documentation as required for upward reporting and  accountability  Attend mandatory monthly professional development meetings  Retrieve parts or other items needed to resolve issues from the APS IT Warehouse  Other duties as assigned.  **Contract Duration:**  1 year (initial)  Option to extend annually - based on performance.  **Skills and Qualifications:**  3+ years of work experience minimum  A+ Certification  Strong customer service skills  Strong oral and written communication skills  Proficient in understanding network infrastructure and wireless support  Prior experience with Desk Side support is a MUST  Microsoft Windows certification is a plus  ITIL experience/certification is a plus  Must have clean criminal record with the ability to pass fingerprint background check  Must be authorized to work in the United States  Must hold a valid driver's license and dependable personal vehicle  **Personal Attributes:**  Must be punctual, present and visible throughout the workday  Creative, curious, analytical, enthusiastic and display strong attention to detail  Ability to work independently and effectively on tight deadlines, as necessary  Excellent command of English language  Exceptional customer service skills, including the ability to interact professionally with a  diverse group of customers  Positive and productive team player  Desire to learn new skills as technology evolves  Business casual attire (i.e., no sweat pants or jeans with holes; sneakers/basketball shoes  allowed)  Neat and clean appearance to include personal hygiene  **Education/Training:**  Minimum of Associate degree (preferred)  3+ years of experience in field tech support. Equivalent combination of education and experience will be  considered.  **Work:**  This work will be completed on-site at any of the Atlanta Public Schools locations or other  buildings (depending on event) in the metro Atlanta area. The analyst will work M-F. Hours may vary to  accommodate the school hours for Elementary, Middle, High Schools, and special events. Field techs are  required to retrieve parts or other items needed to resolve issues from the APS IT Warehouse at “1631 Lafrance  Street NE.”  **Leadership:**  The Field Tech (Desk Side) Support Analyst will take day-to-day direction from the IT Specialist/Manager over  their assigned cluster. The IT Specialist/Manager assigned to their region operates as the supervisor. He/she is  responsible for providing regular updates and meeting the deadlines imposed by the district.  **Qualifications**   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Type** | **Category** | **Qualification** | **Description** | **Competency** | **Required** | | Skills | Languages | A+ |  | Novice (1-3Years) | Yes | | Skills | Others | Desk Side Support | Prior experience with desk side  support is a MUST | Novice (1-3Years) | Yes | | Skills | Others | Work Experience | 3+ years of work experience minimum | Novice (1-3Years) | Yes | | Skills | Others | Communication skills both verbal and written |  | Proficient (4-6  Years) | Yes | | Skills | Tools | Microsoft Office Professional |  | Proficient (4-6  Years) | Yes | | | | | |
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| Reviewed By: | Swathi G | Date: | 01/03/2024 |
| Approved By: | Ram S | Date: | 01/03/2024 |
| Last Updated By: | Swathi G | Date/Time: | 01/03/2024 |