

**PIONEER CAREER AND TECHNOLOGY CENTER
27 RYAN ROAD
SHELBY, OHIO 44875**

**JOB DESCRIPTION
FOR
FIELD TECHNICIAN**

QUALIFICATIONS: Associate Degree in Computer Science or 2 years' experience in computer end user support. Ability to work with many individuals of varying backgrounds in the computer field.

RESPONSIBLE TO: Superintendent

GENERAL DUTIES: Provide support to end users for their software and hardware needs. Maintains computer hardware. Install and maintain Windows, ChromeOS and Macintosh operating systems. Install and maintain approved licensed software. Diagnose hardware and software problems. Perform periodic preventive maintenance.

SPECIFIC DUTIES: Maintains PC hardware. Install and maintain PC operating systems in Windows and Macintosh computers. Install and maintain approved licensed software. Diagnose hardware and software problems. Perform periodic preventive maintenance.

PERFORMANCE RESPONSIBILITIES:

1. Respond to help requests from staff for technology needs.
2. Maintain hardware including memory, disk drives, network interface cards, and I/O devices.
3. Install, configure, and maintain approved, licensed software on equipment covered under contract by NCOCC or the district.
4. Facilitate the evaluation of software.
5. Diagnosing hardware and software problems.
6. Facilitate the repair of equipment covered under contract by NCOCC or the district.
7. Performs periodic preventative maintenance procedures on the equipment under contract with NCOCC or the district.
8. Facilitate the proper use and storage of equipment under contract with NCOCC or the district.
9. Provides consulting services for researching technical information for implementation of new hardware and software solutions.
10. Coordinate with NCOCC staff and outside vendors on possible upgrades and new equipment purchases.
11. Perform other duties assigned by the Superintendent and/or his/her designee