Technology Services GR8 Expectations

1. CAMPUS NETWORK SUPPORT

The technician can troubleshoot and distinguish an item affecting telephony and network connectivity in order to systematically resolve or escalate an applicable incident. An item may include a handset, cord, voice drop, receiver, device, cable, network drop, access point, or other related object. Being the primary service representative of CFISD Technology at the campus level, the technician ensures the network closets are kept organized, labeled, and free from clutter. Without the help of a map, the technician can efficiently locate the MDF and IDF closets and wireless access points at all assigned campuses in order to assist CFISD network specialists and vendors.

2. CAMPUS TESTING SUPPORT

The technician will verify that both software and hardware are 100% prepared prior to the first day of testing. The testing environment will be well organized and free of clutter. The number of prepared and tested hardware devices - desktops, laptops, or mobile devices, will exceed by 10% or (5) whichever is higher, the number of students provided by the testing coordinator. On days where testing is utilizing technology resources, the technician will be immediately available to support the technology and troubleshoot incidents that may arise throughout the allotted testing time. The technician will validate that the testing day is technologically successful.

3. ENGAGEMENT AND SUPPORT

Technicians will work to ensure that all customer interactions are appropriate and professional – service follow-ups, customer listening, customer interactions, and oral and written communications. A technician will work to ensure that all interactions with other Technology staff are appropriate and professional as well. Follow-ups with the customers are generally common, especially in instances where a customer was not present while the issue was addressed. At least 90% of the returned customer surveys regarding a technician's closed service requests are positive responses. The technician knows the key personnel at assigned campus(es) - Principal, Principal's Secretary, Technology Liaison, Librarian, Front Desk Receptionist, and Testing Coordinator. Likewise, campus key personnel know the technician and depend on them to provide world-class technology service.

4. HARDWARE SUPPORT

The technician is able to correctly distinguish between hardware problems resolved via the Service Center and those serviced via warranty repair. If hardware needs to be addressed by a technician, they can quickly troubleshoot and correct the malfunction. The technician is able to fix or replace major hardware components within desktops, laptops, and printers--such as power supply, RAM, video card, face plate, heat sync, CPU, LCD screen, power port, bezel, keyboard, toner/ink, fuser, PCU, maintenance kit, hinge, and paper tray. In addition, the technician is able to troubleshoot, replace, and install peripheral devices such as cash drawers and registers, key pads, mobile devices, document cameras, distance learning setups, fax machines, monitors, projectors, handheld radios, bar code scanners, flatbed scanners, smartboards, and V-Soft equipment. The locations and contents of all wireless carts residing on the campus are either known by the technician, or the technician knows the key personnel responsible for the wireless carts, who keeps a spreadsheet of their locations and contents.

5. INNOVATION and ACCOUNTABILITY

The technician appropriately and efficiently utilizes district-provided tools and supplies. This includes remaining up-to-date with e-mail communications and efficiently using the district provided mobile device for everyday duties. The technician adheres to all district processes and procedures as outlined within district-provided reference materials. Attendance at Technology called meetings is mandatory, and the technician will be present and arrive on time to all such meetings. If the technician is unable to attend a meeting, the technician should contact the meeting organizer in order to receive the missed information. If the technician has a building partner, the partner can share with them the meeting information, but the meeting organizer should still be contacted concerning the absence prior to the meeting. The technician's area is kept neat and organized in order to promote efficiency. This area can include a work van, office, desk, and personal area as applicable. If responsible for maintaining a budget and ordering supplies, the technician maintains a general understanding of the budget and the on-hand supply quantity in order to ensure customers are continually supported. The technician seeks ways to continuously grow within the fields of customer service and technology.

6. INVENTORY SUPPORT

Inventory is correct, up to date, and kept current with room moves and changes. The technician will constantly and consistently monitor inventory to ensure awareness of assets delivered or replaced. The technician scans and audits the campus' technology inventory using the district's inventory management system on a yearly basis. This large-scale audit of the inventory is performed once a year, is performed correctly, and is turned in on time with the principal's signature. Throughout the year, inventory management equipment, such as the Bluetooth bar code scanner, is maintained to work at maximum performance.

7. SERVICE REQUEST SUPPORT

The Service Level Agreement (SLA) is adhered to throughout the lifespan of a technician's service request ticket. The technician correctly provides all applicable information needed in order to successfully address and gather data from the service requests in accordance with the SLA. Documentation is appropriate and complete concerning the processes used while providing service as a result of the service request. The technician correctly and appropriately assigns the service requests as prescribed by processes in accordance with the SLA. This includes reassigning the service ticket in a timely manner so that the recipient of the service request has time to successfully complete the ticket within SLA. In the end, the service request has been addressed and completed in accordance with the SLA.

8. SOFTWARE SUPPORT

The technician is able to identify software problems that occur within the Windows XP, Windows 7 , and Windows 8.1 Operating Systems. The technician can troubleshoot and resolve common errors received from district approved software. When reimaging is necessary, the technician is capable of reimaging all devices, including desktops, laptops, tablets, and other mobile devices. The technician is able to install drivers, software, and bundles provided via the network. The technician is comfortable using tools like the command prompt to successfully troubleshoot and address the district's bundle delivery software.