



Field Tech (Deskside) Support Analysts

Purpose:

The Atlanta Public School System is seeking the services of multiple Field Tech Support Analysts to provide direct first-line deskside 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 will depend on the student enrollment and number of employees. He/she will work under the general supervision of the APS IT School Support Specialists.

Scope of Work/Key Responsibilities:

- Monitor support tickets submitted from assigned locations, troubleshoot and resolve issues reported.
- Perform support activities including but not limited to:
 - Install applications onto devices as required for instruction.
 - Escalate major issues to appropriate Tier 3 technical teams.
 - Checking computer labs & media center computers several times per week.
 - Install OS updates and patches on Apple and Windows based PC devices.
 - Checking Interactive Whiteboards (and Projectors) to ensure that they are functional.
 - Troubleshoot and/or replace Kronos hardware.
 - Maintain and troubleshoot location Marquee signs.
 - Troubleshoot and resolve minor wireless and network issues.
 - Install and configure printing devices.
 - Update user and asset information in database (as necessary)
- Provide support for IT projects in the schools.
- Follow established processes and procedures. Report to IT School Support Specialists any suggestions that will improve process or make support easier or more efficient.
- Work with schools to understand technology needs and funnel requirements to IT department through reporting manager/supervisor.
- Maintain exceptional customer service posture at **ALL TIMES**.
- Document 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 may be required.
- Must attend mandatory monthly professional development meetings.

Contract Duration:

- 1 year (initial)
- Option to extend annually - based on performance.

Skills and Qualifications:

3 years' work experience minimum ... 5+ years preferred:

- A+ Certification
- Strong customer service skills
- Strong oral and written communication skills
- Proficient in understanding network infrastructure and wireless support
- Prior experience with deskside 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:

- Creativity and 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
- Neat and clean appearance to include personal hygiene

Education/Training:

- Minimum of Associate degree (preferred)
- 3+ years' 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 would need to work **M, T, W, TH, F (typically 8am – 5pm)**. Hours may change slightly to accommodate the school hours for elementary, middle, high schools, and special events. Travel may be necessary. Field techs will be required to pick up parts or other items needed to resolve issues from the APS IT Warehouse at "1631 Lafrance Street NE."

Leadership:

The Field Tech (Deskside) Support Analyst will take day-to-day direction from the School Support Specialist assigned to their region. He/she will be responsible for providing regular updates and meeting the deadlines imposed by the district.

Submissions:

- Candidate Resume/profile