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| **TITLE:** | Technology Support Specialist III | **CLASSIFICATION:** | Classified Non-Management (SEIU/Professional) |
| **SERIES:** | Technology Support Specialist | **FLSA:** | Non-Exempt |
| **JOB CLASS CODE:** | 9543 | **WORK YEAR:** | 12 Months |
| **DEPARTMENT:** | Technology Services | **SALARY:** | Range 67 Salary Schedule C |
| **REPORTS TO:** | Assigned Supervisor | **BOARD APPROVAL:** **HR REVISION:** | 10-06-97 03-27-12 |

**BASIC FUNCTION:**

Provide expert technical assistance to district employees in the use of computer workstations, district standard software applications, computer peripherals, and network information resources; troubleshoot and resolve the most technical problems.

**DISTINGUISHING CHARACTERISTICS:**

The Technology Support Specialist III is the most knowledgeable and the most capable of any of the Technology Support Specialists, and performs all of the duties of an entry-level Technology Support Specialist I and II in addition to the duties listed below. The Technology Support Specialist III has a scope of knowledge and capability that includes all of the processes and functions required to support the district's desktop computers, as well as the relationship of those processes and functions to the district's overall computing environment. When a Technology Support Specialist III functions in a team lead or project leader capacity, the Technology Support Specialist III will provide technical guidance to other Technology Support Specialists.

**REPRESENTATIVE DUTIES: (Incumbents may perform any combination of the essential functions shown below [E]. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principle job elements.)**

Troubleshoot and resolve the most technical problems either on the telephone or at the user's location; dispatch a specialist if the problem requires a more advanced knowledge of a particular area.  **E**

Install computer workstations and printers (both local and networked), including peripherals, district standard software applications, and networking hardware and software; configure workstations based on standard configurations.  **E**

Perform various end-user support activities that may include providing up-to-date information to the end-user on the effective use of computer resources and training users on standard software applications.  **E**

Evaluate hardware and software alternatives to determine if applicable for use in the district environment; test new hardware, software, configurations, and processes to ensure minimal impact to the quality and integrity of overall district system.  **E**

Perform basic network administration functions, such as adding or deleting users, apply security restrictions to user accounts, and assign trustee directory assignments; perform user administration and basic troubleshooting of district's standard e-mail application; lift, move, re-position, and connect light to moderately heavy network and workstation equipment components.  **E**

Work with user and/or other specialists to resolve the most complex technical problems; provide technical guidance and acts in a lead capacity to other Technology Support Specialists.  **E**

Work with other specialists to develop standard workstation configurations and installation procedures for use in performing installations; optimizes configurations for memory usage and performance. **E**

Develop and maintain documentation on district workstation and network resources including user information, server and workstation configurations, network cabling, and trouble logs; develop and implement processes to trend server and network statistics over time. **E**

Understand the relationship of individual user workstations to other system components (e.g., network resources, application systems, etc.), and apply this knowledge in developing solutions to most complex user requests. **E**

Serve as technical lead to analyze, design and implement district-level projects that may involve multiple systems and affect multiple departments; coordinate with other specialists and end-users on project teams. **E**

Analyze trending statistics for implications on performance and capacity planning; operate a vehicle to conduct work. **E**

Work with school improvement initiatives that close student achievement gaps between racial, ethnic, and economic groups by working with all of the diverse communities. **E**

Perform related duties as assigned.

## TRAINING, EDUCATION, AND EXPERIENCE:

Extensive PC, mobile device, and other network device experience using a broad range of computer hardware and software. Experience with Windows, Microsoft Office applications, email, and Internet technologies is essential. Experience in end-user support in Microsoft and Apple Active Directory/Open Directory local area network (LAN) environment, which includes the installation, maintenance and enhancement of workstations on a network, and basic directory administration (e.g., network logins, print queue development, end-user setup, trustee directory assignments, etc.). Experience managing workstation main memory in a PC environment is essential.

AND

Any combination equivalent to: bachelor's degree with an emphasis in computer operation, information systems, or network operations, and six years experience in PC support, and three years experience in LAN support. At least two years of current duties must be at the Technology Support Specialist II or equivalent level. At least two years of overall experience must include troubleshooting complex problems in both the PC and LAN environments.

## LICENSES AND OTHER REQUIREMENTS:

Hold a valid California driver's license, and provide personal automobile and proof of insurance. Must be available for mandatory overtime during critical times.

## KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Problem solving skills.
Technical expertise on workstation hardware and district supported software, local area networks (LAN), network operating systems, network cabling topologies, and industry standards and practices.
Methodologies for managing technical change on a proactive basis.
Operation of a computer and related hardware and software.
Oral and written communication skills.
Technical aspects of field of specialty.
Documentation of procedures and maintenance.
Health and safety regulations.

ABILITY TO:
Perform the basic function of the position.
Use commonly available office automation tools.
Must be available for mandatory overtime during critical times.
Must be able to work in a manner and at a time so as not to interfere with customer productivity.

Alternative work schedules and/or telecommuting may be mandatory to prevent end-user interference.

Operate a computer and related hardware and software.

Work with school improvement initiatives that close student achievement gaps between racial, ethnic, and economic groups by working with all of the diverse communities.

Lift, move, re-position, and connect light to moderately heavy network and workstation equipment components.

Effectively work with program managers and site personnel.

Meet state and district standards of professional conduct as outlined in Board Policy.

**WORKING CONDITIONS:**

SAMPLE ENVIRONMENT:
Office and school environment; drive a vehicle to conduct work.

SAMPLE PHYSICAL ABILITIES:
Sit for extended periods of time; walk and stand to identify and diagnose PC and LAN problems; climb ladders to troubleshoot; dexterity of hands and fingers to operate a computer keyboard; reach overhead, above the shoulders, and horizontally; bend at the waist or crouch to troubleshoot and connect cables; hear and speak to exchange information in person or on the telephone; see to read various documents related to assigned activities and view a computer monitor; lift, move, re-position, and connect light to moderately heavy network and workstation equipment components; physical, mental and emotional stamina to endure long hours under sometimes stressful conditions.

SAMPLE HAZARDS:
Occasional contact with dissatisfied or abusive individuals; exposure to dust when equipment is installed or moved.

*(Former Classification: Help Desk Technician III)*