

NOVATO UNIFIED SCHOOL DISTRICT

TITLE: TECHNOLOGY SUPPORT TECHNICIAN III

SALARY: RANGE 39 – CLASSIFIED SALARY SCHEDULE

BASIC FUNCTION:

Under the direction of an assigned administrator, provide complex technical support at an assigned site or sites; maintain and upgrade existing technology; troubleshoot hardware and software problems as required; install and configure new technology; train and provide work direction to assigned staff.

DISTINGUISHING CHARACTERISTICS:

The Technology Support Technician III provides escalating help desk support, work order system maintenance, and serves in a lead capacity; incumbents assist sites with complex or large-scale projects and maintenance concerns.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Provide complex technical support to technology aspects at the District Office; maintain and upgrade existing technology; troubleshoot hardware and software problems as required; install and configure new technology.

Maintain and upgrade existing technology, including computer terminals, iPads, Chromebooks and other devices; install system and application updates; update ram; charge mobile devices; install and maintain antivirus software on servers and PC images.

Provide escalating help desk support to site-based technicians; operate, install, configure, test and perform minor repairs to computer equipment, software and related peripherals at a variety of school sites; troubleshoot computer equipment and peripheral devices and report need for major repairs to appropriate personnel.

Maintain a variety of records and reports related to computer repairs and inventory; update databases as necessary; process service requests and verify computer specifications.

Maintain, troubleshoot and configure servers, networks and other communication systems as assigned by the position; assist staff with user accounts, VOIP, program usage and other issues as required; update configurations and phone systems as assigned.

Install and configure new technology as required; research, identify and evaluate new hardware and software that would benefit the campus and make purchasing recommendations.

Assist teachers and students with the utilization of technology in accordance with established guidelines; demonstrate the usage of assigned hardware and software; create, maintain, update and remove staff email accounts as required and under the supervision of the Systems Analyst.

Provide assistance to technical aspects of standardized testing as assigned by the position; prepare hardware and software; assist personnel, faculty and staff with technical issues.

Establish and maintain an assigned database utilizing District specific applications; upload student information; reset passwords and provide assistance to faculty regarding reports.

Communicate with personnel and outside agencies to exchange information, coordinate activities and resolve issues or concerns; serve as a liaison between users, technicians, contractors, vendors and others.

Operate a variety of office equipment including a copier, fax machine, computer and assigned software; drive a vehicle to conduct work.

Train and provide work direction to assigned staff.

Maintain the rental equipment calendar as assigned by the position; arrange site technology meetings and trainings in accordance with established policies and procedures.

Prepare and maintain various records and reports concerning incoming calls, work orders, maintenance, repairs and assigned activities.

Maintain District technology inventory as required; remove obsolete hardware for disposal and evaluate and recommend systems, procedures and purchases in accordance with established guidelines.

Maintain and update an assigned website; upload relevant content as required; maintain administrator console as assigned.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- ▶ Computer hardware systems and software applications.
- ▶ Materials, methods and tools used in the operation and repair of computer systems.
- ▶ Technical aspects of field of specialty.
- ▶ Laws, rules and regulations related to assigned activities.
- ▶ Inventory methods and practices.
- ▶ Proper methods of storing equipment, materials and supplies.
- ▶ Record-keeping and filing techniques.
- ▶ Interpersonal skills using tact, patience and courtesy.
- ▶ Oral and written communication skills.
- ▶ Telephone techniques and etiquette.
- ▶ Correct English usage, grammar, spelling, punctuation and vocabulary.

ABILITY TO:

- ▶ Perform complex technical work in the repair, maintenance and installation of a variety of computer equipment, mobile devices and peripherals.
- ▶ Provide technical assistance to computer systems users.
- ▶ Troubleshoot and repair basic system malfunctions and maintain system operation.

- ▶ Research, analyze and recommend new system software and hardware.
- ▶ Make routine equipment adjustments and perform routine maintenance.
- ▶ Prioritize and schedule work.
- ▶ Assemble, organize, and prepare data for records and reports.
- ▶ Complete work with many interruptions.
- ▶ Answer telephones and greet the public courteously.
- ▶ Type or input data at an acceptable rate of speed.
- ▶ Communicate effectively both orally and in writing.
- ▶ Understand and follow oral and written instructions.
- ▶ Establish and maintain effective working and cooperative relationships with others.
- ▶ Prepare and maintain a variety of reports, records, and files.
- ▶ Operate standard office equipment including a computer and assigned software.
- ▶ Meet established schedules and time lines.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: associate's degree in computer science or related field and two years of experience in the installation, maintenance and repair of computer systems, peripherals and related equipment.

OTHER REQUIREMENTS:

- ▶ Valid California Class C driver's license.
- ▶ DMV Pull authorization for NUSD.
- ▶ Department of Justice fingerprint clearance.
- ▶ TB clearance.

WORKING CONDITIONS:**ENVIRONMENT:**

- ▶ Indoor environment.
- ▶ Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

- ▶ Dexterity of hands and fingers to operate hand tools, computer keyboards and other assigned equipment.
- ▶ Reaching overhead, above the shoulders and horizontally.
- ▶ Seeing to read a variety of materials and perform computer repair duties.
- ▶ Hearing and speaking to exchange information in person or on the telephone.
- ▶ Sitting or standing for extended periods of time.
- ▶ Bending, crouching, kneeling and stooping to reach materials.
- ▶ Lifting, carrying, pushing or pulling moderately heavy computer equipment.

POTENTIAL HAZARDS:

- ▶ Driving a vehicle in adverse weather conditions.