



Title:	Technician III
Reports to:	Executive Director of Technology and Innovation
Terms of employment:	12 months
Salary:	State Salary
FLSA Exempt/Non-Exempt:	Non-Exempt

Nature of Work

The Technology Technician III works as a senior technician at the system level. This employee performs skilled and managerial work in directing the activities of work orders at the schools and district level. The Technician III supports technical activities of system operators and other Tech I and II support in schools and the district. This work includes repair and maintenance of all technology-related equipment as well as technical support for all technology-related systems. This employee is responsible for maintaining the operation and integrity of local area networks, file servers and workstation. The Technician III understands and utilizes tools to monitor and maintain efficiency and security of local area network standards and has a basic understanding of policies. Through scheduling and assisting technical support staff work tasks, the Technology Technician III supports the Executive Director of Technology Services and the Senior Tech Team in the design, configuration, and installation of local area networks and file servers.

Qualifications and Licensure

- High School Diploma or equivalent
- Associate’s Degree with certifications such as A+, Network+, Cisco, preferred
- Bachelor’s degree in Computer Science or related field, preferred
- Minimum of two years experience in a district or network environment, required
- Any equivalent combination of education and experience will be considered

Duties and Responsibilities

- Works with the Executive Director of Technology Services and the Senior Tech Team in the development and implementation of all technical aspects of the local technology plan.
- Uses a ticket tracking system to manage the daily work orders at the school district.
- Repairs, maintains, and upgrades technology-related equipment.
- Performs computer hardware repairs in-house through a dealer authorized self-maintained program.
- Sets up new technology-related equipment.
- Helps manage user accounts on various platforms.
- Uses an online inventory system to track technology-related equipment.
- Consults with school and district regarding purchase and installation of infrastructure and desktop hardware, software, and web-based applications.
- Supports school identified personnel (system operators) who are first point of contact.
- Supervises and/or performs the installation of hardware, software, and related peripherals.
- Assists with the configuration and installation of network equipment such as switches, access points, and other related peripherals under the supervision of the network engineer team.
- Develops and implements training for technical support staff.

- Attends classes and seminars to enhance knowledge of equipment and operating systems.
- Performs other duties as assigned by the immediate supervisor.

Physical Requirements (if applicable)

- Must be able to physically perform the basic life operational functions of reaching, walking, standing, talking, lifting, hearing, fingering and repetitive motions.
- Must be able to perform heavy work exerting up to 50 pounds of force on a regular basis to carry equipment, and/or up to 20 pounds of force frequently and a negligible amount of force to constantly move objects.
- Must possess the visual acuity to prepare data, work with record processes, and do extensive reading and research.

Special Requirements (if applicable)

- Strong knowledge of computers and related technologies.
- Strong knowledge of infrastructure requirements and components of local area networks.
- Ability to supervise technical support staff.
- Ability to communicate effectively with all levels of technology users.
- Ability to refer complex problems to higher-level technical support.
- Strong knowledge and experience with Novell and/or Active Directory.

DISCLAIMER

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees of this job.