



## TECHNOLOGY SUPPORT SPECIALIST III

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### Position Summary

Provides a variety of skilled and expanded technical support for computers, software, and other instruction-related technology in schools, including needs assessment, project management, and site system administration for schools and departments; prioritizes goals and collaborates with leadership in advancing the district's technology vision; assists with the implementation of enterprise applications.

The Technology Support Specialist (TSS) series provides school-specific computer support. Classifications in this series differ based upon the complexity of systems and assigned tasks, and the impact of relevant decision making. Activities are generally focused upon school-specific computer systems, but may also include district-wide responsibilities.

The TSS III differs from the TSS II classification in that the third level independently performs skilled technical work, leads projects and will work with complex systems and processes. The TSS III frequently deals with complex, non-standardized problems that require the analysis of a variety of data and past practice, including service objectives, to develop appropriate solutions. The TSS III frequently analyzes and develops effective problem resolutions and coordinates processes with others.

### Supervisory Relationships

This position reports to reports to the Technology Support Specialist Supervisor or other technology designee. Works independently and as part of a team. May receive general direction from school principals, department directors, or other Technology designee.

### Essential Functions

1. Provides end user support/problem resolution including desktop/laptop operating systems and applications, computer hardware, printer setup and connections; projectors, tablets, audiovisual equipment, Internet use, computer labs, enterprise administrative applications, servers and related applications, and network applications. Coordinates repair of site technology with Technology Repair staff and vendors.
2. Responsible for the maintenance and monitoring of desktop and laptop operating systems and applications, computer hardware, software inventory, hardware inventory, OS and application patches, server hardware and applications. Analyzes and resolves problems and issues. Monitors and participates in the resolution of network issues, system administration of servers and network applications.
3. Responsible for setup and configuration of computers, network printers, server hardware and applications, portable computer systems, technologies and unique school systems.
4. Researches and recommends technology directions and innovations.
5. Responsible for full project management, including project coordination, project implementation, carrying out individual project tasks, and overall data integrity.
6. Researches, develops and sets appropriate technology standards, implements district technology standards and coordinates the process.
7. Provides training on the use of computer hardware and software and effective use of applications and other technologies for users.

8. Coordinates work of interns, technology assistants and/or student helpers. May perform and host shadowing with other members of the Technology Department.
9. Participates in short and long-term planning; plans, develops and oversees coordination of site-based projects; participates in developing and managing a technology budget; make purchasing recommendations.
10. May develop and write manuals and system process descriptions.
11. Participates on the school Technology Leadership Team (TLT).
12. Supports, maintains, and facilitates the usage and operation of the school or department's website.
13. Maintains regular and prompt attendance.
14. Performs other related duties as assigned.

### **Required Knowledge, Skills and Abilities**

1. Demonstrated knowledge and successful experience installing, configuring and troubleshooting industry standard desktop hardware and applications, including managing software applications.
2. Basic principles and techniques of computer programming and database structure, along with programming tools and application security standards.
3. Familiarity with basic principles of web development and graphic design. Demonstrated experience in building and maintaining websites.
4. Practical knowledge of the administration and usage of Content Management Systems (CMS) and Learning Management Systems (LMS).
5. Proficiency with enterprise device management solutions.
6. Ability to utilize a variety of programming tools or personal computer software to create and manipulate data files, reports, queries, and modifying screen displays and data fields.
7. Ability to research system problems and develop solutions.
8. Ability to enforce standards and procedures.
9. Ability to communicate technical information to nontechnical staff, including ability to plan for and train individuals and groups on basic hardware and software usage.
10. Ability to communicate effectively on network and other technology-related issues with Technology department staff and vendors.
11. Ability to collaborate and work with people on many levels, to understand the context within which decisions are made as well as the political working environment within the district and school.
12. Ability to understand and oversee the implementation of district standards.
13. Ability to independently recognize and effectively prioritize necessary tasks.

### **Minimum Qualifications**

- Two year Associates Degree in Computer Science or related technology field, or equivalent experience and knowledge.
- Three years of advanced level experience supporting Apple and Windows desktop computers in an education or enterprise environment.
- Must possess a valid Oregon Class C driver's license.

### **Work Environment**

- Work is performed in an office environment.
- Travel to remote sites and the district repair center is required.

## Physical Requirements

- Must be able to lift 50 pounds, and crawl, bend, stoop, twist, and lift equipment while troubleshooting or connecting hardware.

ADDITIONAL INFORMATION	
<b>Employee Unit</b>	OSEA Classified
<b>Pay Grade</b>	Grade 15
<b>Approved by</b>	Cydney Vandercar, Human Resources Director
<b>Last revised</b>	June 19, 2017