

FRESNO UNIFIED SCHOOL DISTRICT
Position Description

TITLE:	Technology Support Specialist III	REPORTS TO:	Assigned Supervisor
DEPARTMENT:	Information Technology	CLASSIFICATION:	Classified
FLSA:	Non-Exempt	WORK YEAR:	Varies
BOARD APPROVAL:	March 24, 2010	SALARY:	G-51/CSEA 125 Salary Schedule

BASIC FUNCTION:

Under general direction of an assigned supervisor, oversee and lead other support technicians in providing effective professional technical support in an increasingly complex, local and remote environment; coordinate with Information Technology, departments and school sites to implement hardware and software utilizing industry best practices to meet District objectives; provide technical and application-based expertise to District staff in various aspects of systems hardware, software and other related equipment or programs; lead and provide guidance to project team members and leaders to provide reasonable, timely delivery of professional services.

REPRESENTATIVE DUTIES: (Incumbents may perform any combination of the essential functions shown below. 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 principal job elements.)

Oversee an increasingly complex, local and remote environment and ensure cases assigned to staff are updated regularly and users are provided follow-up on a regular basis to ensure customer satisfaction; work with Helpdesk ticketing application and other support systems. *E*

Coordinate with Information Technology, departments and school sites to implement hardware, LAN, WAN, and software that utilize industry best practices to meet district objective. *E*

Make hardware and software acquisition recommendations including helping users assess needs and providing justification for equipment and services to provide students and staff access to a variety of technical learning tools supporting students to stay in school on target to graduate. *E*

Perform various end user support activities which include assisting in the development and refinement of trainings for end users; conduct training regarding the operation of district technology including, but not limited to computers, software, printers, and network. *E*

Remotely access users' workstations to identify and resolve technology issues to provide District employees access to a variety of technical learning tools. *E*

Perform administration of end user accounts, permissions, access rights, and storage allocations in accordance with best-practices as trained to ensure staff has the necessary tools to educate students at a high level. *E*

Perform hardware/software/LAN/WAN administration and audits to ensure the efficient and effective operation of systems and programs. *E*

Research, troubleshoot, analyze, and resolve customer hardware/software problems in a reasonable, timely manner to meet the needs of the sites and departments. *E*

Provide support for district infrastructure, including server/workstation imaging, backups, and patching. *E*

Provide support for email clients, mobile devices and other related equipment or systems. *E*

Collaboratively work with district staff in anticipating, mitigating, identifying, troubleshooting, and resolving hardware and software problems. *E*

Oversee and mentor support technicians by cross training and providing training presentations to update skills needed to better assist sites and departments in support of professional learning. *E*

Provide end users with high quality, courteous and professional customer service. *E*

Perform related duties as assigned.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: bachelor's degree in computer related field; five years experience working in a computer environment with four of those years in desktop operating systems, network concepts, remote access and other programs/systems; experience working with Helpdesk ticketing software; experience with TCP/IP and related network protocol.

LICENSES AND OTHER REQUIREMENTS:

Valid California Driver's License; Microsoft Certified Systems Engineer (MCSE) and A+ or equivalent or ability to obtain within one year.

Special Requirement:

This position may work additional assignments including evenings and weekends to accommodate testing, support, maintenance and potential call back duty responsibilities.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Computer hardware, software and peripherals such as central processing units, servers, monitors, cables, network systems, printers, plotters and modems.

Functions, operations and technology related to District financial, business and administrative applications and related hardware and software.

Principles, practices, hardware and software related to the establishment and maintenance of LAN's and WAN's.

Techniques for explaining technical concepts and procedures to non-technical users.

Applicable software application and data management.

Analytical techniques to diagnose user problems and offer corrective action.

Remote Access techniques.

Windows and Macintosh related programs and systems.

Interpersonal skills using tact, patience and courtesy.

Applicable rules and regulations related to assigned duties.

Correct English usage, grammar, spelling, punctuation and vocabulary.

ABILITY TO:

Install, configure and upgrade operating systems and software, using primarily standard educational, business and administrative application practices.

Install, configure, assemble and repair computers, monitors, telecommunication equipment, network infrastructure and peripherals such as printers and related hardware.

Research, troubleshoot and solve hardware and software problems.

Ability to multitask in the work environment

Communicate effectively on the phone by solving end user issues.

Use of numerous online and other tools to solve end user problems.

Provide professional customer service in a high paced environment.

Learn new or updated computer systems/software programs to apply to current work.

Establish and maintain effective working relationships with a diverse group of end users, coworkers, and departmental officials.

Communicate, understand and follow both oral and written directions effectively.
Provide training to users on current, new or upgraded application software, hardware and other related equipment.
Plan and prioritize work to meet schedules and timelines.
Meet department target objectives on response and resolution times.
Handle increasingly complex issues and provide technical expertise.
Communicate using patience and courtesy in a manner that reflects positively on the organization.
Actively participate in meeting District goals and outcomes.
Apply integrity and trust in all situations.
Learn District organization, operations, policies, objectives and goals.

WORKING CONDITIONS:

ENVIRONMENT:

Technical environment subject to constant distractions and interruptions; extended viewing of computer monitor; contact with dissatisfied individuals.

PHYSICAL ABILITIES:

With reasonable accommodations, if necessary, hearing to accept calls; speaking to offer solutions for user problems; dexterity to operate a computer and other office equipment; seeing to view monitors; sitting or standing for extended periods of time; reaching overhead, above the shoulders and horizontally, kneeling, crouching or bending at the waist to retrieve or store files and equipment.

Fresno Unified School District is an Equal Opportunity Employer and reasonable accommodations are made under the Americans with Disability Act as required by law.

E= Essential Functions