

**PLEASANTON UNIFIED SCHOOL DISTRICT**  
**Job Description**

<b>Title:</b>	Technology Specialist III	<b>Reports to:</b>	Program Administrator/Supervisor
<b>Job Category:</b>	Information Technology	<b>Classification Unit:</b>	Classified
<b>Board Approval:</b>	8/11/2022	<b>Current Salary Grade:</b>	26
<b>Job Description Revised:</b>		<b>FLSA Status:</b>	Non-Exempt

**JOB SUMMARY:**

Under the general supervision of the Program Administrator/Supervisor, perform a variety of technical duties in the installation, operation, repair, and maintenance of computer systems, software applications, systems data, and related equipment; assist in, financial and other administrative reports within required time frames meet schedules and timelines; provide information and recommendations regarding equipment, hardware, and software; maintain and upload a variety of data; provide technical user support assistance, and maintaining the tech helpdesk system.

**ESSENTIAL FUNCTIONS:**

- Coordinate a variety of technology services administrative support programs and activities (e.g., incoming work orders, meetings, workshops, calendars, outside contractors/vendors) to deliver services in conformance to established guidelines.
- Respond to help desk tickets from the District Office campus; document work conducted to resolve issues in the tech helpdesk system ; assist with assigning helpdesk ticket to technicians.
- Maintain assigned computer systems and backups; coordinate repairs or requests with vendors and service providers.
- Identify, troubleshoot, repair, and resolve issues with existing technology (e.g. computer hardware, software, peripherals, network equipment, server user account operations, and network connections); install software and set-up additional technology as needed; determine appropriate actions required to maintain computer and network operations.
- Set-up, install and deploy new technology (e.g. computing devices, software, peripherals, network equipment), and connections to servers as needed.
- Utilize imaging and configuration software systems; install and configure staff computers such as Chromebooks, MacBook's, Windows laptops, and other end-user devices.
- Maintain inventory of district-issued and mobile phones/lines; Meet with users for distribution and configuration; train users on the purpose and functions of phones and devices; maintain returned phones; arrange for repair of damaged phones and devices; disconnect lines of lost or stolen phones.
- Perform user account operations to create, modify, and delete accounts in Active Directory and Google Admin, and Student Information System for users and groups as needed; modify security and rights to resources and file folders as needed. Additional user account creation and support may include other user accounts in any server and database system.
- Update Resource Management System with data from new/old hardware.
- Request new hardware additions as needed; check resources in and out to staff as needed.

- Make recommendations to procure equipment, supplies, and materials; and maintain the availability of required items.
- Prepare and generate a variety of records, reports, correspondence, memos, logs, bids, contracts, listings, cell phone usage and purchase orders; design and format spreadsheets.
- Respond to inquiries from a variety of internal and external parties (e.g. district personnel, vendors); provide information, facilitate communication among parties, resolve issues, and provide direction as needed; confer with District staff to determine data and network requirements.
- Process documents and materials and operate specialized equipment for district-related documents (e.g. department payroll records, report cards, progress reports requisitions, work orders).
- Request equipment, supplies, and materials; maintain availability of required items and complete jobs efficiently.
- Attend meetings, trainings, and conferences as directed; train and provide guidance to District personnel.
- Participation in professional development training courses in the areas of computer operating systems, basic network and server user account administration.
- Drive a vehicle to conduct work.

**OTHER JOB-RELATED DUTIES:**

- Perform related duties within the scope of the job classification as assigned.
- Recycle outdated technology.

**REQUIRED QUALIFICATIONS:**

Knowledge of:

- Basic network functions, terminology, troubleshooting and security systems.
- Computer operating systems on multiple platforms and configurations.
- Set-up/installation and troubleshooting of computer operations systems, browsers, and devices.
- Peripheral hardware equipment, installations, use and troubleshooting.
- General programming languages.
- Specific basic administration of Google G Suite for Education as it relates to the configuration and installation of computers and software.
- Active Directory users and computers, and servers basic operations.
- TCP/IP configurations.
- Diagnose and support software (e.g. Browsers, Mobile Device Management (MDM), Computer Imaging, Anti\_Virus, Security, Patch management , Remote Desktop,, recovery and reload systems for Windows, & Macs.).
- Inventory methods and practices.
- Methods, equipment and materials used in the maintenance and repair of technology equipment.
- Pertinent software applications and blueprints.
- Basic English usage, grammar, spelling, punctuation, and vocabulary.
- Proper methods of storing equipment, materials and supplies;
- Methods and techniques for tracking and managing services calls, tickets, and/or requests.

Ability to:

- Support existing communications systems and upgrades, replacements, and migrations of computer network systems, software applications, devices, and related equipment.

- Perform multiple technical tasks with a need to periodically upgrade skills in order to meet changing job conditions.
- Troubleshoot complex, integrated hardware and software systems using internet resources, tools, hardware, or software.
- Research, analyze, and recommend new system software, hardware and peripherals.
- Schedule and arrange for computer hardware, software, and network maintenance, installations, and repairs.
- Operate equipment and tools used in computer repair and maintenance.
- Prepare and maintain accurate records, data, and reports.
- Gather, collate, and classify data.
- Read and understand technical information, manuals, directions, diagrams and communicate to others.
- Compose a variety of documents.
- Work cooperatively and effectively with others or independently under time constraints.
- Work independently with little supervision
- Work with a high level of interruptions, meet deadlines and schedules.
- Plan and manage projects independently.
- Organize and prioritize work to meet deadlines, timelines, and schedules.
- Schedule activities and meetings
- Facilitate group discussions.
- Travel to multiple sites and/or locations to carry out the functions of the position.
- Analyze situations to define issues and draw conclusions.
- Understand complex, multi-step written and oral instructions.
- Operate a variety of job-related equipment, including a computer, printer, peripheral devices, and assigned software.
- Adhere to safety practices.
- Perform complex math, including algebra, geometry, and calculations using fractions and percentages.

**EDUCATION AND EXPERIENCE:** Any combination of education and experience that provides the required knowledge, skills and abilities.

Education: High school diploma or equivalent supplemented by additional targeted job-related education.

Experience: Two (2) years of experience involved in the set-up, use, and troubleshooting of computer operating systems and network administration on multiple platforms.

Required licenses, certificates, continuing education, training, and other requirements:

- Possession of a valid California driver's license

**DESIRABLE QUALIFICATIONS:**

- Supplemental Technical School coursework in the field of computer technology and network administration.
- Applicable job-related information technology certifications
- Experience in K-12 school district environments is highly desired.

**WORKING CONDITIONS:**

Environment: Indoor/office work environment.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Occasional lifting, carrying, pushing, and/or pulling.
- Some stooping, kneeling, crouching, and/or crawling.
- Significant fine finger dexterity.
- Generally, the job requires 70% sitting, 10% walking, and 20% standing.

Hazards:

- N/A

**OTHER:**

Required Testing:

- Pre-employment Test.

Clearances:

- State Mandated Training
- Criminal Justice/Fingerprint Clearance.
- TB Clearance.

*Pleasanton Unified School District is an Equal Opportunity Employer. The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.). Reasonable accommodations are made under A.D.A. as required by law.*