

Technician 3

Purpose Statement

The Technician 3 provides coordination between the technology department and various departments/programs (CTE, PSS, Assessment, Library Services) for the end user experience with district computers. The Technician 3 leads groups within the Technology Service team. The Technician 3 should have in depth knowledge, expertise, and coordination in their area of work and help guide decisions of the technology department leadership. In addition, the Technician 3 should have a sense of urgency, be able to prioritize workload, communicate with professionalism and follow through to ensure that service levels are met and exceeded to meet the core mission of the district.

Essential Functions

- Works with various teams and departments to ensure coordination of Technology Service team and resources to accomplish the needs and support of the district
- Works with technicians and leadership to help plan, organize and align work priorities to meet and exceed service level objectives
- Communicates proactively and clearly with various teams within the technology department and the district to ensure follow-through
- Manages tasks, timelines, and deadlines with assurance to customers
- Contributes knowledge and expertise of area to department leadership to help guide decision making
- Maintains strict confidentiality of accessible district information resources
- Collaborates with Technology Services Team, department leadership and other teams or departments
- Follows direction of department leadership and established processes/procedures of department

Technician 3 Focused Functions

- Attends and leads meetings with departments (Assistive Tech, PSS, CTE, Assessment, etc.) to understand needs and coordinates work needed with technology department teams
- Configures, tests, installs, and deploys drivers, firmware, software, operating systems, updates to all computers in the district
- Leads high volume of technology equipment prep, image and deploy and organizing Technology Assistants for these projects, tasks, and goals
- Tracks parts, cables, cords, and other misc. items and helps with the purchase of those items needed
- Collaborates and coordinates technology services with the Technology Services Team and other department teams to ensure service for customers and programs is of the highest importance
- Backs-up Helpdesk and Technicians when needed
- Works with staff and students to understand use of technology
- Researches industry standards and makes recommendations for computer software and hardware in the district
- Works with vendors to meet and quote district device standards

Other Functions

- Uses service management ticketing system for assigned work, prioritization, and customer communication
- Leads small teams to accomplish tasks, projects and goals of the department and district
- Works with IT Leadership Team to periodically revise technology standards to best meet the needs of the district's students and staff
- Evaluates and responds to special requests for technology and/or support as will arise from time to time
- Assists other personnel as may be required for the purpose of supporting them in the completion of their work activities
- Attends meeting as assigned for the purpose of conveying and/or gathering information required to perform functions

Job Requirements: Minimum Qualifications

Skills, Knowledge, and Abilities

SKILLS are required to perform multiple technical tasks with a need to occasionally upgrade skills to meet changing job conditions. Specific skills required to satisfactorily perform the functions of the job include analytical thinking, being thorough and attentive to details, being self-motivated and resolving problems using best practices and/or established methods. Other skills required include establishing and maintaining effective working relationships with others, expressing ideas and information clearly and respectfully.

KNOWLEDGE of Windows Operating Systems and other computer related technologies; computer installation, maintenance and software support to perform computer troubleshooting; routers, switches, hubs, Wireless Access Points (WAP) and other Local Area Network (LAN) devices; Local Area Networks (LAN), Wide Area Networks (WAN), Wireless Local Area Networks (WLAN) and other network related technologies; network protocols, including TCP/IP; Microsoft System Center software; Active Directory and

other server related technologies; Desktop, laptop and printer installation, configuration, troubleshooting and repair; computer tools and industry best practices.

ABILITY is required to lead others; to be self-motivated; learn from experience and others; meet deadlines and manage workload; focus on continuously improving the customer experience, to work with various departments, groups and people to ensure excellent customer service and resolving conflicting priorities; to communicate effectively with people at all levels of experience and responsibility throughout the district is required; to assist staff with computer operations and software problems; learn and follow new operations, procedures, processes and use of new equipment; articulate technical information to non-technical audiences in person, via written communication and telephone; organize, set priorities and work effectively under pressure; exercise sound judgement, including appropriate handling of confidential matters; to lift up to 50 pounds using proper lifting techniques; work in tight areas; learn continually and keep abreast of technological changes in the field; work independently with minimum supervision.

Responsibility

Responsibilities include working under limited supervision and in a team following standardized practices and/or methods; providing information and/or advising others; and utilizing resources from other work units may be required to perform the job's functions. There is a continual opportunity to significantly impact the organization's services.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: generally performed in an indoor office/school environment with frequent interruptions and noise associated with computer equipment, staff and students, and some exposure to risk of injury and/or illness; sitting/standing for prolonged periods; daily walking and moving between work areas; exposure to visual display terminal for prolonged periods; arm, wrist, elbow and hand movements associated with prolonged keyboarding; hand and finger dexterity; tight work areas; regular stooping, heavy lifting, grasping, carrying, bending, twisting, pushing/pulling, reaching and climbing. Must be able to lift up to 50 pounds.

Experience Minimum three (3) years of experience in providing hardware and software support in a school district environment with proven record of leading, developing and driving excellence of service
Experiences as a Technician 2 preferred
Experience working in technologies for managing desktop and mobile operating systems is required.
Experience working with a variety of hardware and software and configuring, installing, and deploying is required.

Education Associate's or Bachelor's degree in technology field and/or holds current CompTIA A+, Network+ and Server+ certifications.
Able to obtain current Microsoft Operating System certification within 2 years of start date.

Other experience and/or education may be substituted for required experience and/or education.

Required Testing

No pre-employment Proficiency Test is required
Valid Driver's License and Evidence of Insurability

Certificates/Licenses

None required

Clearances

Criminal Justice Fingerprint/Background Clearance