

TECHNOLOGY SUPPORT SPECIALIST III



Information Technology Department

Purpose:

The Technology Support Specialist III (TSS III) provides tier-two or tier-three support by assisting with technology needs and resolving matters related to computers, mobile devices, and other technology throughout the District. The Technology Support Specialist III provides mentorship and technical training to staff members who serve in the Technology Support Specialist I (TSS I) and Technology Support Specialist II (TSS II) positions.

Reports to: Manager of User Services

Nature & Scope:

The Technology Support Specialist III performs work of a specific nature under general supervision. The nature of the work requires adherence to standard procedures, as well as policies and regulations. Independent judgment and decision making is required in matters not having established procedures. As a member of the Information Technology Department, the TSS III engages with highly sensitive information and must maintain absolute integrity of systems and confidentiality of classified data. Although the TSS III does not have supervisory responsibilities, the incumbent provides technical training and mentorship to the TSS I and TSS II, and interfaces with numerous employees across the district at all levels of the organization.

Distinguishing Characteristics:

This position differs from Technology Support Specialist I and II positions in the following ways:

- Supports the staff and students for the entire district, including administrators at or above the executive level.
- Provides tier-two or tier-three support and problem resolution for specific issues and systems that require greater access levels due to higher risk.
- Provides technical training and mentorship to the TSS I and TSS II positions.
- Participates and helps to organize the planning, training, and professional development for the TSS I and TSS II positions.

Essential Job Functions:

1. Conducts oneself in the best interest of students, in accordance with the highest traditions of public education and in support of the District's mission.
2. Provides ongoing technical training, mentorship, and technical help and support to the Technology Support Specialist I (TSS I) and Technology Support Specialist II (TSS II) colleagues.
3. Provides tier-two or tier-three support and problem resolution for computers, mobile devices, and peripherals, including support for network connectivity, application software and printer configuration.

4. Provides technical training to end users, when applicable.
5. Participates and helps to organize the planning, training, and professional development for the TSS I and TSS II positions.
6. Is prepared, when directed, to set up and configure computers, mobile devices and peripheral hardware such as printers.
7. Tracks technology problems across the district.
8. Assists in short and long-range planning; makes recommendations to administration regarding technology innovation, purchasing, and long-range planning.
9. Participates in the implementation of technology deployments and upgrades including workstation operating systems, desktop images and peripherals.
10. Creates basic technical documentation and provides basic support and training for district users in the use of district technology.
11. Serves as communications conduit between IT Department and other schools/departments. Communicates IT Department messaging in easy to understand terms to non-IT staff, and conversely communicates non-IT needs to IT Department.
12. May transport technology related items between district locations.
13. Maintains effective working relationships with other members of the Department as well as other school personnel and community members, including those from diverse cultures or backgrounds or those who speak limited or no English.
14. Complies with all procedures outlined in the *Code of Professional Conduct* and *Annual Notices for Education Practitioners, Teachers, Support Staff, Administrators, Substitutes Handbook*; and all other Beaverton School District Policies and Procedures.

The statements contained above reflect general details as necessary to describe the principal functions of this job but should not be considered an all-inclusive listing of work requirements. Individuals may at times perform other duties as assigned which could include work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.

Required Qualifications:

1. Must possess an Associate's Degree or have graduated from a technical trade school, preferably with coursework in Computer/Technology Sciences.
2. Must possess three years' experience related to technology support for industry-standard computers, mobile devices, and peripheral hardware.
3. In lieu of requirements #1 and #2, must have high school diploma or GED and five years' experience necessary to provide the required knowledge and abilities to perform the job related to technology support for industry-standard computers, mobile devices, and peripheral hardware.
4. Must possess a basic knowledge of computer networking.
5. Must be able to communicate effectively, both orally and in writing. Must read, understand, and follow multi-step written and verbal instructions in English.
6. Must be able to translate highly technical concepts to staff with limited technological understanding.
7. Must be able to pass a criminal background check.
8. Must possess an Oregon or Washington Driver's License.

Working Conditions:

The Technology Support Specialist III works primarily indoors at an office and at multiple school sites. The work involves movement to and from, as well as within, various sites at various times of the day. The work environment is often controlled and quiet, but the work environment will also frequently include moderate to loud noise. The TSS III must be able to lift and move computer equipment, up to 20 lbs. on a regular basis and 50 lbs. occasionally, without assistance. The TSS III requires regular focus on a computer screen.

At times the TSS III must work quietly and unobtrusively while classroom instruction is taking place. The incumbent is required to sit, stand, have finger/hand dexterity for working on computers for extended periods of time. Standing, walking, bending, stooping, kneeling, and standing/working on ladders will be required on occasion. The work environment may include exposure to unpleasant interior temperatures, dirt, wetness, and communicable diseases. Potential exposures include, but are not limited to: blood-borne pathogens; allergens; dirt; odors; dust; cold and hot temperatures; and unpredictable behavior from students.

Work Year: 260 days

Bargaining Unit: OSEA

FLSA Status: Non-Exempt

Date Approved: February 14, 2019

Date Revised: April 16, 2025

Beaverton School District does not discriminate in any programs or activities on any basis protected by law, including but not limited to, an individual's actual or perceived race, color, religion, sex, sexual orientation, gender identity, gender expression, national or ethnic origin, marital status, age, mental or physical disability, pregnancy, familial status, economic status, veteran status, or because of a perceived or actual association with any other persons within these protected classes.