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**Job Title:** Technician III – Information Technology

**Supervisor:** Program Specialist – Technology Support

**Terms of Employment:** 246 days

**Job Summary:**

Provide end user and device technical support for all District-provided hardware, software and technology systems.

**Essential Duties:**

1. Install, provision/configure, maintain and provide end user technical support for computers, tablets, interactive devices, projectors and all other District-provided technology.
2. Troubleshoot, diagnose and perform field-level repairs of technology equipment.
3. Transport technology equipment between operational locations.
4. Assist technology team members in other support areas conduct troubleshooting activities.
5. Assist with transport, distribution and collection of teacher and student personalized devices.

**Other Duties:**

Perform other tasks as may be designated by the Executive Director of Technology.

**Job Specifications:**

Performance of this job will be evaluated annually in accordance with provisions of the District's policy on Evaluation of Professional Personnel.

**Minimum Qualifications (Knowledge, Skills and Abilities Required):**

1. Associates or bachelors degree in computer science, engineering, information technology or equivalent work experience.
2. Minimum three years experience installing, configuring, supporting and troubleshooting various end user technologies including, but not limited to, computers (Windows and Mac), tablets (iOS, Android and Windows), educational interactive devices (interactive white boards, interactive tablets), printers, scanners/digitizers, and projectors.
3. Minimum three years experience configuring and maintaining users, devices and other content in Active Directory.
4. Minimum three years experience imaging computers via local and network-based systems such as KACE or SCCM.
5. Minimum three years experience installing and maintaining end user software on PCs (Windows and Mac).
6. Ability to take directions and work with others.
7. Ability to work a shifted schedule as needed, including weekends and/or evenings.



8. Valid SC Driver's license and reliable transportation

### **Physical Requirements:**

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. While performing the duties of this job, the employee is regularly required to stand and reach with hands and arms; walk; sit; stoop or kneel; crouch or crawl.

Additional physical requirements include the following:

- Physically capable of frequently lifting or moving up to 75 pounds;
- Specific vision requirements include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to focus;
- Ability to sit and stand for extended periods of time;
- Ability to climb ladders
- Manual dexterity for the purpose of using a telephone and data entry;
- Read a computer screen and printed material with or without vision aids;
- Hear and understand speech at normal levels and on the telephone; and
- Speak in audible tones so that others may understand clearly in person and on the telephone.

### **Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Pay Grade: 115**

Please click [here](#) for salary scales.

*This job description in no way states or implies that these are the only duties to be performed by this employee. The employee will be required to follow any other instructions and to perform any other related duties as assigned by the appropriate administrator or supervisor. Horry County Schools reserves the right to update, revise or change this job description and related duties at any time without prior notice.*