CLOVIS UNIFIED SCHOOL DISTRICT   **POSITION DESCRIPTION**

Position:	Technical Support Specialist III	FLSA:	Non-Exempt
Department/Site:	Information Technology Services	Salary Grade:	21
Reports to/Evaluated by:	Supervisor, Customer Services	Salary Schedule:	Classified

SUMMARY

Under the general direction of an assigned supervisor, provide professional technical support to department and site users for district supported devices and software. Duties include helpdesk call and ticketing systems, front counter support, proficient diagnostics on computer and network hardware, conducting instruction, equipment configuration and installation, as well as help and troubleshooting on common connectivity, hardware, and software problems. The incumbent must be proficient in the use of technologies and support systems used in the deployment and management of district assets. This position requires effective communication, teamwork, and collaboration when analyzing and resolving problems or developing solutions. The volume of work requires the ability to prioritize tickets and projects to meet district needs. Mentoring and assuming lead direction on projects is expected.

DISTINGUISHING CAREER FEATURES

The Technical Support Specialist I is the first in a broad-based technical career ladder. Advancement along this ladder can occur through mastery with computers and connectivity, as well as a full range of computer software and training, data and telecommunications, and networks. At Level I, in addition to general operational tasks, incumbents are expected to assist users with routine instruction and troubleshooting of common software and hardware problems. This level requires basic troubleshooting skills, understanding of basic network operations, and basic hardware diagnostics. The ability to communicate and interact with customers in person and over the phone is required. Knowledge equivalent to A+ certifications are required for Level I. At Level II, the position is capable of understanding intermediate network connectivity and troubleshooting, can support common district software, is able to run intermediate hardware diagnostics, and provide basic VoIP setup and configuration. MTA certification or equivalent knowledge is required. At Level III, the job expands into multiple areas, advanced troubleshooting, complex installations, terminal services, and the use of system tools for diagnostics. Knowledge and use of system's management software, such as Microsoft System Center, along with MCSA certification would be required. Incumbents take responsibility for assigned area servers and being the department contact for sites. Level IV is the top level in this ladder. Industry certifications such as MCSE or equivalent knowledge are required and a leadership role would be assumed.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Support district and department operations, policies, objectives, and goals

- Work collaboratively and across team units to develop, promote, and support technology solutions for our us

- Work with all customer service support systems, including call and ticketing systems, to provide professional technical support and customer service for users with account, connectivity, hardware, software, or other technically related user issues

- Manage assigned tickets, projects, and support requests in an efficient and timely manner to meet department target objectives on response and resolution times

- Comment and provide information on assigned tickets to adequately inform users of status or escalate the issue to the next level

- Prepare and proof documentation for various technical support issues or instructional use. Develop and maintain documentation supporting assigned and related areas of responsibility

- Communicate with users in a professional manner using patience, courtesy, and empathy to provide customer satisfaction

- Install, configure, patch, upgrade, and maintain operating systems and software on district devices. Troubleshoot, and diagnose advanced system and software issues to resolve or escalate

- Monitor and manage advanced security on district devices using approved systems, software, and tools. Isolate compromised devices or accounts to mitigate risk to network or systems

- Deliver, setup, connect, and configure computers, printers, and peripherals at various district locations

- Troubleshoot hardware issues and perform minor hardware repair or parts replacement and coordinate with the Repair Technician for replacement parts, major repairs, and warranty work while maintaining related documentation for departmental workflow and warranty claims as necessary

- Troubleshoot and perform initial diagnostics on network connectivity problems by verifying connections, active ports, up-links, wireless coverage, etc. in order to resolve or escalate the connectivity issue

- Monitor, manage, and maintain assigned servers/systems based on granted access rights

- Provide training in the use of district technology hardware, software, and systems to the extent of expected position knowledge

- Mentor team members and assume lead roles on assignments and projects

- Perform other duties as assigned that support the overall objectives of the district

QUALIFICATIONS

Knowledge and Skills: Requires advanced technical knowledge of computer hardware and the electronic components attached or found within, including the corresponding terminology. The candidate understands the relationship between the operating system and applications and the installation of each and can troubleshoot related issues. Possesses advanced knowledge of the steps, techniques, and complexities associated with setting up and configuring computers, installing software, connecting peripherals, adding

printers or other devices, performing routine maintenance, and connecting to networks. Advanced knowledge of diagnostic tools, practices, and procedures used in troubleshooting hardware and software issues. Has an understanding and working knowledge of system management tools. Understands network operations, security, and data communications cabling. Requires adequate verbal and writing communication skills to explain and convey technical concepts to non-technical users and conduct small group or individual instruction and technical assistance on the use and application of common PC and district software and other technical subjects. Demonstrates leadership skills and the desire to lead.

Abilities: Must be able to perform all of the relevant duties of the position with only general supervision. Can prioritize and complete work assignments to meet schedules and deadlines. Works effectively in a team environment. Requires the ability to understand and analyze advanced technical problems and to develop and apply appropriate solutions. Requires the ability to read, understand and apply advanced information from technical manuals and documentation. Requires the ability to clearly and concisely document, in writing, the steps for troubleshooting and solving hardware and software issues. Requires the ability to read and understand low voltage plans and specifications. Requires the ability to use software diagnostic tools, electronic measuring instruments and test equipment as well as a variety of hand tools in a safe and correct manner. Can communicate technical information and directions to non-technical users. Must be able to deliver instruction to small groups. Must be able to lead project and team initiatives.

Physical Abilities: Requires ambulatory ability to move to various office and classroom-type locations and to bend, stoop, crawl, climb ladders, and reach to install cables and equipment. Requires sufficient hand eye co-ordination and dexterity to make small component connections. Requires sufficient visual acuity to read technical documents and instructions and align small components. Requires sufficient auditory ability to carry on routine conversations. Requires the ability to lift, push, and pull objects of heavy weight (less than 75 lbs.) on an occasional basis. Requires the ability to work in confined areas with noise variations, dust, and limited ventilation. Ability to sit for extended periods of time.

Education and Experience: Requires a Bachelor's degree in Computer Science or related technical field and four years of experience in working with hardware and software components, operating systems, TCP/IP and networking concepts, and data communications software. Additional experience may substitute for higher education.

Licenses or Certificates: Requires valid driver's license. A MCSA certification, with an emphasis on Windows and Infrastructure, or equivalent knowledge is required.