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<b>Position:</b>	Technical Support Specialist IV	<b>FLSA:</b>	Non-Exempt
<b>Department/Site:</b>	Information Technology Services/District Office	<b>Salary Grade:</b>	25
<b>Reports to/Evaluated by:</b>	Supervisor, Customer Services	<b>Salary Schedule:</b>	Classified

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### **SUMMARY**

Performs a wide variety of diagnostic inspections and repairs on stand-alone and networked microcomputer hardware and software for the district. Participates in advanced technical support and troubleshooting and provides lead technical support to other technology staff. Performs a complete range of one-on-one and small group instruction. Provides support for various Microsoft technologies, such as, but not limited to, Microsoft Active Directory, Group Policies, and System Center.

### **DISTINGUISHING CAREER FEATURES**

Under general supervision, provides a highly technical form of customer service to users who range from beginner to advanced level of competency. Duties will range from help desk to one-on-one and small group instruction to equipment installation. Requires exercise of independent judgment when analyzing and resolving problems or developing solutions. Volume of work is high and requires the ability to prioritize projects to meet users' needs. Interactions with others inside the organization are frequent and usually technical in nature.

This is the fourth level in a broad-based technical career ladder. Advancement along this ladder can occur through mastery with microcomputers and connectivity, a full range of computer software and training, data and telecommunications, networks, and various programming languages. At Level I, incumbents are expected to assist users with routine instruction and troubleshooting of common software and hardware problems. This level requires basic troubleshooting skills, programming skills, network operations, and hardware diagnostics. The ability to interact with customers in person and over the phone are required. Knowledge equivalent to A+ certifications are required for this level. At Level II, the position is capable of intermediate network operations and troubleshooting, intermediate programming skills, providing training in common district software, hardware diagnostics, and basic VoIP setup and configuration. Level II technicians would have basic access to servers for troubleshooting. At Level III, the job expands into the extended use of system tools for diagnostics and reporting. Twenty-four hours of direct site support may be required, but is also balanced with other backend duties such as image creation, Group Policy, and SCCM. The use of current tools, such as Group Policies and Microsoft System Center, and various programming languages, are expected to increase as one advances through the career ladder. At Level IV, industry certifications are required and a leadership role must be assumed. Microsoft Certified Professional or equivalent certifications are required.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Depending on the area of concentration, incumbents are expected to perform some, not all, of the following duties:

- Receives and responds to calls and personal inquiries regarding questions and problems with usage of advanced personal computers and software, input and output of documents, data, and telecommunications to and from computer hardware. Examples of software include, but are not

limited to, education industry special programs, accounting systems, word processing, spreadsheets, graphics, desktop publishing, bibliographic search, internet, and electronic mail.

- Troubleshoots hardware and software problems May do repairs on hardware.
- Documents help desk calls and assigns questions and solutions to a predetermined index that is accessible by others.
- Provide training or instruction on a variety of business and educational software.
- Provides and monitors security for the computers on the local and wide-area networks. Ensures the efficient and effective operation of systems and programs.
- Troubleshooting various issues by identifying problems, asking questions of users, determining and implementing appropriate resolutions.
- Installs, tests, and maintains computer systems. Installs and configures operating system software, including recent versions of Windows, and adjusts to suit user needs. Reconfigures and relocates computer equipment as needed. Understands and uses diagnostic tools and software for problem determination.
- Provide training on the use of hardware, software, and peripherals.
- Assist in creating/establishing processes and procedures.
- Perform user account administration.
- Provide support for assigned systems, including installation and on-going maintenance.
- Provide leadership/mentoring for team members.
- Performs other duties to accomplish the objectives of the district.

## **QUALIFICATIONS**

**Knowledge and Skills:** Requires industry certification and advanced technical knowledge of personal computer operations including the relationship and usage of various hardware components, business and education support software, and terminology. Requires a working knowledge of network operations, security, and data communications cabling. Must understand the protocols and procedures for setting up new equipment, troubleshooting and performing routine maintenance. Requires sufficient communication skills to conduct small group and individual instruction and technical assistance on the use and application of PC-based software, Internet, and connectivity software; small group instruction on common software.

**Abilities:** Must be able to perform all of the relevant duties of the position with only general supervision. Must be able to operate a variety of computer terminals, printers, and peripheral equipment. Requires the ability to analyze a variety of technical problems and to develop and apply appropriate solutions, including those involving connections between computers. Must be able to read, understand and apply information from technical manuals. Must be able to deliver instruction to small groups. Must be able to prioritize work in order to meet deadlines and maintain schedules. Must be able to delegate work to other members of the team. Must be able to read, interpret, and apply complex technical information.

**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 coordination 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 five years of experience in working with hardware and software components, operating systems, networking concepts, and data communications software. Working knowledge of TCP/IP. Additional experience may substitute for higher education. Certification equivalent to Microsoft Certified Professional is required.

**Licenses and Certificates:** Requires valid driver's license. MCP or equivalent or to be obtained within one year.

**Working Conditions:** Work is typically performed indoors where some safety considerations exist from physical labor, positioning in cramped areas, and handling of medium weight, yet, awkward materials. Travel to and from sites may be frequently required. Must have their own transportation.