

## **Technology Support Specialist III**

### **Classification Summary**

Provides a variety of skilled and expanded technical support for computers, software, and other instruction-related technology in schools, including needs assessment, system development or programming, project management, and site system administration; prioritizes goals and provides leadership in technology vision; assists with the implementation of enterprise applications.

The Technology Support Specialist (TSS) series provides school-specific computer support. Classifications in this series differ based upon the complexity of systems and assigned tasks, and the impact of relevant decision-making. Activities are generally focused upon school-specific computer systems, but may also include district-wide responsibilities.

The TSS III differs from the TSS II classification in that the third level independently performs skilled technical work and works with complex systems and processes. The TSS III frequently deals with complex, non-standardized problems that require the analysis of a variety of data and past practice, including service objectives, to develop appropriate solutions. The TSS III frequently analyzes and develops effective problem resolutions and coordinates processes with others.

### **Supervisory Relationships**

Reports to a school principal or assigned supervisor; works independently and coordinates work of assistants and students. May receive general directions from centralized Computing and Information Services staff.

### **Examples of Duties**

1. Provides end user support/problem resolution including desktop/laptop operating systems and applications, computer hardware, printer set-up and connections; projectors, PDAs, DVDs, Internet use, mobile labs, enterprise administrative applications, servers and related applications, and network applications.
2. Responsible for the maintenance and monitoring of desktop and laptop operating systems and applications, computer hardware, software inventory, hardware inventory, OS and application patches, server hardware and applications. Analyzes and resolves problems and issues. Monitors and participates in the resolution of network issues, system administration of servers and network applications.
3. Responsible for setup and configuration of computers, network printers, server hardware and applications, portable computer systems, technologies and unique school systems.
4. Researches and recommends technology directions and innovations.
5. Responsible for full project management, including project coordination, project implementation, carrying out individual project tasks, and overall data integrity.
6. Researches, develops and sets appropriate technology standards, implements district technology standards and coordinates the process.
7. Provides training on the use of computer hardware and software and effective use of applications and other technologies for users, coordinating work of technology assistants and/or student helpers.
8. Participates in short- and long-term planning; plans, develops and oversees coordination of site-based projects; participates in developing and managing a technology budget; make purchasing recommendations.
9. May develop and write manuals and system process descriptions.
10. Participates on the school technology team.

### **Required Knowledge, Skills and Abilities**

1. Demonstrated knowledge and successful experience installing, configuring and troubleshooting industry standard desktop hardware and applications, including managing software applications.
2. Basic principles and techniques of computer programming and data base structure, along with programming tools and application security standards.

3. Ability to utilize a variety of programming tools or personal computer software to create and manipulate data files, reports, queries, and modifying screen displays and data fields.
4. Ability to research system problems and develop solutions.
5. Ability to enforce standards and procedures.
6. Ability to communicate technical information to non-technical staff, including ability to plan for and train individuals and groups on basic hardware and software usage.
7. Ability to communicate effectively on network related issues with Computing and Information Services staff.
4. Ability to collaborate and work with people on many levels, to understand the context within which decisions are made as well as the political working environment within the district and school.
5. Ability to understand and oversee the implementation of district standards.
6. Ability to independently recognize and effectively prioritize necessary tasks.

**Minimum Qualifications for Class Entry**

Two year Associates Degree in Computer/Technology Science or equivalent.

Three years of progressive experience supporting Apple and Windows desktops and servers.

**Work Environment**

Work is performed in an office environment.