

# DURANGO SCHOOL DISTRICT 9-R

## JOB DESCRIPTION

**Job Title:** Technology Support Technician III  
**Job Family:** Technology Services  
**Department:** Technology  
**Typical Work Year:** 12 months

**Pay Grade:** ESP Salary Schedule  
**FLSA Status:** Non-exempt  
**Prepared Date:** July 1, 2015, rev. 7/1/18

**SUMMARY:** This is a senior position that will provide level 3 support in diagnosing and resolving complex issues related to hardware, software, network connectivity and telecommunications. Evaluate and prioritize helpdesk tickets to ensure proper resource allocation. Support mission critical applications and the business units associated with those applications.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The frequency and percentage of time of duties may vary based on building or department assignment.*

- Research and resolve complex problems that a Technology Support Technician I and/or II could not resolve
- Provide support to the Technology Support Technicians
- Mentor Technology Support Technicians
- Analyze current trends and make suggestions for improvements
- Install, configure, and maintain District voice, data, and video equipment
- Work with vendors and manufacturers to ensure products are fully utilized and maintained
- Interact with District instructional staff to deliver a high level of service and customer satisfaction
- Assure work is completed in a professional and safe manner in compliance with District and industry standards
- Responsible for specific district-wide systems
- Be able to manage projects for wide spread implementations of new systems and services
- Coordinate all technology department services in support of online assessments
- Perform other duties as assigned

**EDUCATION AND TRAINING:** 2 year technical diploma plus specialized training in computer or telecommunications related technologies.

**EXPERIENCE:** Five years experience as a technician supporting network connectivity, computer hardware, Windows and MAC operating systems or three years telecommunications experience with installation, maintenance, and support of one of the following: VOIP systems, IP video systems, or video conferencing.

**CERTIFICATES, LICENSES, & REGISTRATIONS:** Valid Colorado driver's license required. A+ certification required. Network + certification, Server + certification preferred. CCNA preferred, MCSE preferred, Manufacture require certifications to be obtained within six months of hire. Criminal Background Check required for hire.

### **TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:**

- Advanced computer troubleshooting, analysis, critical thinking and problem solving skills
- Advanced knowledge of computer software and hardware installation and maintenance
- Advanced knowledge of DOS/Windows/MAC-based computer systems and mobile devices
- In depth knowledge of computer hardware, operating systems, image creation, and diagnostic tools
- Advanced knowledge of networking principles including architecture, device configuration and integration
- Ability to manage multiple tasks/ priorities with frequent interruptions, occasionally in urgent situations
- Ability to promote and follow Board of Education policies, Superintendent policies and building/department procedures.
- Ability to communicate, interact and work effectively and cooperatively
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator

**MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:**

- Intermediate operating knowledge of and experience with personal computers, Macintosh computers, servers, peripherals, Windows, Mac OS and Microsoft Office.
- Working knowledge of data processing equipment, systems and techniques
- Operating knowledge of District specific operating systems within three months of hire

**REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:**

**Reports to:** Director of Technology

**Direct Reports:** This job has no supervisory responsibilities

- Responsible for assisting in assigning work to the Technology Support Technicians I and II within the department and providing mentoring and guidance to level I and II techs.

**BUDGET AND/OR RESOURCE RESPONSIBILITY:** This job has no budgetary responsibilities.

**PHYSICAL REQUIREMENTS & WORKING CONDITIONS:** *The physical demands, work environment factors and mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

PHYSICAL ACTIVITIES:	Amount of			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand		X		
Walk		X		
Sit				X
Use hands to finger, handle or feed				X
Reach with hands and arms			X	
Climb or balance		X		
Stoop, kneel, crouch, or crawl			X	
Talk				X
Hear				X
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	Amount of			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds				X
Up to 25 pounds			X	
Up to 50 pounds		X		
Up to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare		X		
Analyze				X
Communicate				X
Copy		X		
Coordinate		X		
Instruct			X	
Compute		X		
Synthesize		X		
Evaluate			X	
Interpersonal Skills				X
Compile		X		
Negotiate	X			

WORK ENVIRONMENT:	Amount of			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions		X		
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock		X		
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	
Color vision (ability to identify and distinguish colors)	
Peripheral vision	
Depth perception	
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	

The signatures below indicate that job description has been reviewed by the employee with the supervisor.

\_\_\_\_\_  
Employee Name (Print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Name (Print)

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date