

**BERRYESSA UNION SCHOOL DISTRICT
CLASSIFIED POSITION DESCRIPTION**



JOB TITLE: TECHNOLOGY SUPPORT SPECIALIST III

Job Purpose Statement/s: Under the general direction of the Manager of Technology Services, perform intermediate duties relating to the installation, maintenance and support of computer networks and related software and hardware at various sites; support the addition of networks, links, and upgrades; maintain computer data communications networks and perform associated technical and support functions; provide assistance and training to users, technology staff, and school site staff; work at various sites to troubleshoot problems with servers, network equipment, computers, tablets, printers and software; communicate with District and site support staff on technical issues.

Essential Job Functions:

- Operates and maintains a variety of equipment including computers, tablets, printers, network servers, and other networking equipment.
- Reviews hardware and software requirements.
- Responds to hardware and software service requests.
- Provides project management.
- Provides leadership to other technology support staff.
- Coordinates computer installations, desktop projects and day to day activities.
- Sets up and configures new and existing instructional and administration computers and tablets.
- Installs software on new and used computers and tablets.
- Troubleshoots complex computer/tablet software and hardware problems.
- Installs and performs advanced configuration of Microsoft-based and Apple-based servers.
- Administrates multi-tier server infrastructure including but not limited to user accounts, groups, DHCP, WINS, file shares, printing.
- Performs advanced installation and configuration of switches including VLANs, Access Lists and layer 3 functionality.
- Installs and performs advanced configuration of the wireless infrastructure.
- Installs and performs basic configuration of Layer 3 network devices.
- Troubleshoots and resolves basic to advanced network problems.
- Installs and configures RAID and storage area networks (SAN).
- Installs and performs advanced configuration of management software including backup, device management and imaging software, antivirus, and various server management utilities.
- Installs and performs advanced configuration of a Google Apps for Education (GAFE) infrastructure.
- Installs and configures technologies including web servers, Internet filters, database servers, application servers and firewalls.
- Serves as backup support for Student Information Specialist.
- Provides technology reviews, written proposals, presentations and technical specifications.
- Researches and evaluates Local Area Network (LAN) products and alternatives.
- Provides technical recommendations in written professional format.
- Installs and performs advanced configuration of other networked applications.
- Maintains records on all computer installations and technology service requests.
- Coordinates network data wiring layouts and additions.
- Works with vendors on software and hardware installations, troubleshooting, administration and maintenance.

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- Creates documentation, manuals and other advanced technical documents.
- Provides assistance with District technology initiatives as needed.
- Performs troubleshooting of computers, equipment, software and desktop applications.
- Attends meetings for the purpose of conveying and/or gathering information required.
- Attends appropriate workshops/conferences for the purpose of ongoing training.
- Performs other related job duties as may be assigned.

Job Requirements – Qualifications

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.

Education and Experience Requirements:

Any combination equivalent to:

- High School Diploma
- Associates Degree
- Four years of computer related experience or any combination of experience and coursework in such areas as installation, configuration, troubleshooting, and repair of computer hardware, software and peripheral devices preferably in a networked environment, and at least one year networking experience.
- MCP/MCSE preferred but not required.
- CCNA preferred but not required.

Knowledge and Abilities:

KNOWLEDGE OF:

- Methods, tools and equipment used in the installation and service of hardware and software.
- Various computer and tablet operating systems; current computer network technology.
- Basic industry standard networking principles, theories and practices.
- Intermediate understanding of networking protocols, hardware and technology including Ethernet/Fast Ethernet/Gigabit Ethernet, Cisco IOS, Microsoft Active Directory Services.
- Understanding of physical wiring standards for both copper and fiber optic cable; design of Main Distribution Frame (MDF) and Intermediate Distribution Frame (IDF).
- LAN and WAN design using commonly available technologies.
- Firewall and network security.
- Intermediate TCP/IP design and configuration.
- Use of network management software.
- Relational Databases such as MS-SQL, MySQL, MariaDB, PostgreSQL, or Oracle and the associated tools used for their administration.
- Administration and support of K-12 Student Information Systems.
- Administration and support of Google Apps for Education (GAFE).

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- Technical aspects of computer training and support.
- District organization, operations, policies and objectives.
- Policies and objectives of assigned program and activities.
- Record-keeping and report preparation techniques.
- Oral and written communication skills.
- Interpersonal skills using tact, patience and courtesy.
- Modern office practices, procedures and equipment.
- Proper lifting techniques.

ABILITY TO:

- Install computers, tablets, printers and other peripheral devices.
- Install and test software and hardware.
- Install and configure network and server-based application software.
- Install and configure server-based solutions including Terminal Services, web-based application services, and other emerging technologies.
- Evaluate and recommend networked applications.
- Provide leadership and support to technology support staff.
- Work closely with the management in long-term plans and strategies.
- Assist with the maintenance and troubleshooting of network hardware and software.
- Provide training to personnel in operating computers, networks, servers and related applications.
- Communicate effectively both orally and in writing.
- Establish and maintain cooperative and effective working relationships with others.
- Maintain records and prepare reports.
- Determine appropriate action within clearly defined guidelines.
- Work independently with little direction.
- Meet schedules and time lines.
- Plan and organize work.
- Maintain current knowledge of technological advances in the field.
- Maintain consistent, punctual and regular attendance.
- Move hands and fingers to operate a computer keyboard.
- Hear and speak to exchange information.
- See to view computer monitor and read a variety of materials.
- Sit for extended periods of time.
- Bend at the waist, kneel and crouch to perform repairs.
- Use proper lifting methods.

Working Conditions:

ENVIRONMENT:

The work environment characteristics 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.

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- Indoor
- Office environment
- Subject to driving to off-site locations to conduct work.

The noise in these environments is quiet to loud depending upon the activity in the particular part of the day.

PHYSICAL DEMANDS:

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Hearing and speaking to exchange information in person and on the telephone; seeing to read, prepare, and proofread documents, perform assigned duties; sitting for extended periods of time; dexterity of hands and fingers to operate a computer keyboard and other office equipment; kneeling, bending at the waist, and reaching overhead, above the shoulders and horizontally, to retrieve and store files and supplies; lifting light objects.

Licenses, Certifications, Bonding, and/or Testing Requirements:

- Criminal Justice Fingerprint Clearance
- Valid California Driver's License
- Tuberculosis Clearance

Reports to: Manager of Technology Services

Work Year: 12 months

Salary Placement: 46.0

Evaluation: Performance of this position will be evaluated in accordance with the provisions of the Board's Policy on Evaluation of Classified Personnel and the Teamsters Negotiated Agreement.

Board Approved: April 12, 2016