

# SCHOOL DISTRICT OF ESCAMBIA COUNTY

## JOB DESCRIPTION

### TECHNICIAN III – TECHNOLOGY SUPPORT

#### QUALIFICATIONS:

- (1) Bachelors Degree from an accredited educational institution in Computer Science, Computer Technology, Instructional Technology, Systems Science, Engineering, or related field.
- (2) Minimum of two (2) years successful experience in dealing with technology support in schools and offices.
- (3) Qualifications may vary from the above requirements to such a degree as the Superintendent and Board determine is necessary and appropriate to ensure properly qualified personnel in each specialized assignment.

#### KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of major hardware platforms and desktop operating systems, including but not limited to Macintosh OS and Microsoft Windows. Basic knowledge of major network operating systems, including Novell Netware/OES, Macintosh OS X, and Microsoft Windows. Ability to identify hardware and software issues relating to desktop machines in school environments in order to effect resolution. Ability to organize and prioritize activities. Ability to communicate effectively, both orally and in writing.

#### REPORTS TO:

Manager IV – Technology Support

#### JOB GOAL

To deploy and maintain all technology services in schools and administrative offices to achieve the district's mission and strategic aims.

#### SUPERVISES:

N/A

#### PERFORMANCE RESPONSIBILITIES:

##### Service Delivery

- \* (1) Work with appropriate district personnel to ensure the effective integration of administrative and instructional systems.
- \* (2) Develop service support procedures for the efficient delivery of assigned technology services.

### **TECHNICIAN III – TECHNOLOGY SUPPORT (Continued)**

- \* (3) Develop and encourage teacher's skills in the use of school computing networks for accessing instructional material and building collaboration across environments.
- \* (4) Assist principals, technology contacts, and teachers in assessing their technology needs and provide direction or resources to meet those needs.
- \* (5) Implement and support school-wide computing networks (including network servers, network communications equipment, desktop workstations, and peripherals) throughout the district.
- \* (6) Provide support for district personnel in troubleshooting problems relating to computer applications, desktop operating systems, and network operating systems.
- \* (7) Conduct research, collaborate with colleagues, and analyze technical and instructional problems in order to effect solutions.

#### **Inter / Intra-Agency Communication and Delivery**

- \* (8) Communicate with vendor technical support to resolve hardware and software problems.
- \* (9) Keep supervisor informed, through proper channels, of potential problems or unusual events.
- \* (10) Respond to inquiries and concerns in a timely manner.
- \* (11) Disseminate information and current research to appropriate personnel.

#### **Employee Qualities/Responsibilities**

- \* (12) Keep well informed about current trends and best practices in areas of responsibility.
- \* (13) Maintain expertise in assigned areas to fulfill project goals and objectives.
- \* (14) Promote and support professional growth for self and others.
- \* (15) Develop annual personal goals and objectives consistent with and in support of District goals and priorities.
- \* (16) Attend training sessions, conferences and workshops to keep abreast of current practices and programs.
- \* (17) Demonstrate initiative in the performance of assigned responsibilities.

#### **System Support**

- \* (18) Prepare all required reports and maintain appropriate records.
- \* (19) Demonstrate support for the School District and its goals and priorities.
- \* (20) Work in a proactive and self-directed manner to plan and carry out the objectives and priorities of the department and district.
- \* (21) Exhibit interpersonal skills to work as an effective team member.
- \* (22) Follow the policies and procedures of the Information Technology Department and all School Board policies, rules and regulations.
- (23) Perform other incidental tasks consistent with the goals and objectives of this position.

### **PHYSICAL REQUIREMENTS:**

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently and/or up to 10 pounds of force as needed to move objects.

## **TECHNICIAN III – TECHNOLOGY SUPPORT (Continued)**

### **TERMS OF EMPLOYMENT:**

Salary and benefits shall be paid consistent with the District's approved compensation plan.

Length of the work year and hours of employment shall be those established by the District.

### **EVALUATION:**

Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.

### **Job Description Supplement No. 07**

\*Essential Performance Responsibilities

## **Professional Salary Schedule – Pay Grade 13**

**Date of Board Approval: August 21, 2001**

**Date of Revision: April 21, 2009**