

## SPECIALIST III- TECHNOLOGY SUPPORT

### DEFINITION:

Under the general supervision of IT Management, provides technical support for users of District computer systems; assists sites with help desk issues; interprets and explains software and hardware features for users; performs a variety of duties related to the installation, configuration, and maintenance of computers, mobile devices, software, accessories and peripherals. Ensures technology in classrooms, offices, labs and carts in an organized manner to ensure the safety of staff and students.

- Prioritizes, responds to, and resolves help desk issues.
- Maintains and tracks inventory of hardware and software according to established procedures.
- Maintains strong analytical and troubleshooting skills in various areas of hardware, software, and networking; provides lead support for more complex projects.
- Maintains current knowledge of operating systems and software; maintains current understanding of District network protocols.
- Communicates with site staff to troubleshoot and resolve technology issues; communicates with various internal and external contacts including vendors to exchange information, coordinate activities and resolve issues or concerns.
- Prepares and maintains a variety of records and reports, including technical documentation, related to assigned activities; updates inventory records as needed.
- Ensures compliance and documentation of hardware, software and operating systems.
- Assists with user account issues, including passwords, permissions, and file access.
- Applies District security policies to secure computers and the network from viruses, malware, and intrusion.
- Assists with the installation of network equipment; maintains network connections and other cabling as needed.
- Attends

### DISTINGUISHING CHARACTERISTICS:

Specialist III classification provides direct support and has two years of related experience. Specialist IV provides lead support for more complex projects and generally has four years of related computer hardware

