JOB TITLE	Technology Maintenance Specialist II
ADMINISTRATIVE RELATIONSHIP	Under the direction of the Chief Technology Officer or designee
CLASSIFICATION	Classified Maintenance and Operations
REQUIREMENTS	**EXPERIENCE** Three years of experience in a technical call center or technical support working environment including experience in desktop operating systems, network concepts, and remote access; experience working with Helpdesk ticketing software; experience with TCP/IP and related network protocol. Basic knowledge and experience relating to any of the following: VOIP systems, switches, and routers, security camera systems, LANs/WANs, Wi-Fi, TCP/IP **EDUCATION**: A minimum of 16 credits in college-level course work in computer science or related field. **LICENSE** Comp TIA A+ certification or ability to obtain within one year of hire. Preferred - any combination of industry certifications in the field of hardware or helpdesk support.
SALARY SCHEDULE	Classified M&O Salary Schedule II – 19.5
WORK YEAR/HOURS	12 months / 7.5 hours
LOCATION	District Office
BOARD APPROVAL	June 22, 2022

BASIC FUNCTION
Under the general direction of an assigned supervisor, the Technology Maintenance Specialist II works directly with other support technicians in providing effective professional technical support in an increasingly complex, local and remote environment.
DISTINGUISHING CHARACTERISTICS
The Technology Maintenance Specialist II researches, troubleshoots, analyzes, and resolves hardware/software problems to meet the needs of the District; supports cross-functional teams to define and develop customer problem resolution plans and track milestones and deliverables;

oversees inbound activities for the Help Desk System to ensure technical problems are resolved in a reasonable and timely manner.

ESSENTIAL FUNCTIONS

- Provides technical support services for users of District computer systems.
- Deploys, troubleshoots, and maintains computer hardware, software, mobile devices, printers, accessories, and peripherals while ensuring proper network connectivity.
- Performs a variety of duties in the setup, repair, and maintenance of computers, laptops, tablets, accessories, and peripherals including installation and configuration of operating systems and software, basic hardware repairs and upgrades, preventative maintenance, and installation of updates.
- Installs and sets up 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.
- 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 optimum system performance by planning for replacements or upgrades of equipment, determining specifications and requirements, and recommending District standards for hardware and software purchases.
- Works with Technology/Audio Visual contractors, electrical contractors, and security contractors.
- Supports the configuration and installation of the District's phone systems, voicemail, and automated attendant systems.
- Provides support for researching and obtaining price quotes from vendors as assigned.
- Troubleshoots network issues and assists with administering local area networks.
- Installs, maintains, and documents 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.
- Installs network equipment; maintains network connections and other cabling as needed.
- Resolves related escalated issues.
- Supports cross-functional teams to define and develop customer problem resolution plans, tracking milestones, deliverables, and provides feedback to management.
- Attends and participates in related meetings and in-service training.

- Serves as a technical resource and provides coaching as needed for District staff in the use of technology.
- Provides assistance with District technology initiatives as needed.
- Supports the maintenance and installation of surveillance systems.
- Operates a variety of office and technology support equipment including various hand tools, a computer, and assigned software; drives a vehicle to conduct work.
- Mentors and supports Technology Department and site technicians by cross-training and providing training presentations to update skills needed to better assist sites and departments.
- Provides end-users with high quality, courteous and professional customer service.
- Works in conjunction with other technology personnel, teams, and vendors to provide assistance and support to ensure the highest level of customer service possible.
- Performs other related duties as assigned that support the overall objective of the position.

KNOWLEDGE OF:
- Computer hardware, software, and peripherals such as central processing units, servers, monitors, cables, basic network systems, printers, and other technologies.
- Functions, operations, and technology related to District financial, business, and administrative applications and related hardware and software.
- Capabilities and limitations of technical hardware and software.
- Windows, Chrome, and Macintosh-related programs and systems.
- Technical aspects of both wired and wireless LANs, hardware, and software
- Materials, methods, and tools used in the setup, operation, and repair of computer systems and applications.
- Technical aspects of computer training and support.
- Customer service and online issue tracking.
- Modern classroom and office practices, procedures, and equipment.
- Accurate record-keeping techniques using current software programs
- Analytical techniques to diagnose user problems and offer corrective action.
- Remote access methods and providing support through them..
- Inventory methods and practices.
- Oral and written communication skills.
- Interpersonal skills using tact, patience, and courtesy.

ABILITY TO:
- Install, troubleshoot, and perform maintenance on computers and other technical devices as appropriate.
- Describe technical issues to coworkers and end-users.
- Understand and follow oral and written instructions.
- Specify, install, maintain, and document hardware, software, and peripherals.
- Implement systems to protect device, network, and data security.
- Serve as a technical resource to personnel and provide training when necessary
- Analyze and resolve basic technical problems related to local area network equipment.
- Use of online and other tools to solve end-user problems.

- Provide guidance to users in application software, hardware, and other related equipment.
- Provide professional customer service in a high-paced environment.
- Establish and maintain cooperative and effective working relationships with a diverse range of people.
- Work independently with little direction.
- Plan, prioritize, and schedule work to meet schedules and timelines.
- Communicate, understand, and follow both oral and written directions effectively.
- Learn new or updated computer systems/software programs to apply to current work.
- Communicate using patience and courtesy in a manner that reflects positively on the organization.
- Communicate effectively on the phone by solving end-user issues.
- Establish and maintain effective working relationships with a diverse group of end-users, coworkers, and departmental officials.
- Use numerous online and other tools to solve end-user problems.
- Learn district organization, operations, policies, objectives, and goals. Install, configure and upgrade operating systems and software, using primarily standard educational, business, and administrative application practices.
- Multitask in the work environment.
- Actively participate in meeting District goals and outcomes.
- Apply integrity and trust in all situations.

Incorporated within one or more of the previously mentioned performance responsibilities, which are essential functions of this job description, are the following essential physical requirements:
- Ability to work at a desk and in meetings of various configurations.
- Ability to read a variety of materials and computer screens, and prepare/process documents.
- Ability to operate standard office equipment, computer keyboard, and other equipment necessary to complete the required duties.
- Ability to communicate so others will be able to clearly understand a normal conversation.
- Ability to understand speech at normal levels.
- Ability to bend, twist, and stoop
- Ability to reach overhead, above the shoulders, and horizontally.
- Ability to push, pull, and transport work-related materials and equipment.
- Ability to drive a vehicle to conduct business.
- Hearing and speaking to exchange and present information.
- Sitting, standing, or walking for extended periods of time.

WORK ENVIRONMENT
- Varied work environments generally encompassing all types of buildings throughout the district.
- Extensive work inside of a technical environment subject to constant interruptions.

DESIRED QUALIFICATIONS
- Experience providing technology support in an educational environment.

- Knowledge of and experience with procedures and terminology used in educational technology.