SEQUOIA UNION HIGH SCHOOL DISTRICT
Job Description

JOB TITLE	Technology Maintenance Specialist III
ADMINISTRATIVE RELATIONSHIP	Under the direction of the Chief Technology Officer or designee
CLASSIFICATION	Classified Maintenance and Operations
REQUIREMENTS	**EXPERIENCE** Five 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**: Completion of a minimum of 30 credits of college-level coursework in computer and network operations. **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 III – 22.5
WORK YEAR/HOURS	12 months / 7.5 hours
LOCATION	District Office
BOARD APPROVAL	June 22, 2022

BASIC FUNCTION
Under general supervision, performs intermediate duties relating to the installation, maintenance and support of computer networks and related software and hardware at various sites.
DISTINGUISHING CHARACTERISTICS
The Technology Maintenance Specialist III organizes and plans for the addition of physical and wireless networks, links, and upgrades; maintains computer data communications networks and performs associated technical and support functions; provides support and

coaching to users, technology staff, and school site staff; works at various sites to troubleshoot problems with servers, network equipment, workstations, printers and software; communicates with District and site support staff on technical issues.

ESSENTIAL FUNCTIONS

- Provides technical support and direction for users of District computers and other technology.
- Deploys, troubleshoots, and maintains computer hardware, software, mobile devices, printers, accessories, and peripherals while ensuring proper network connectivity.
- Serves as a technical resource to staff; responds to email requests, help desk tickets, and telephone calls; responds to inquiries and provides technical information, advice, or referrals; performs specialized repairs on computers and applications as appropriate.
- Maintains enterprise software systems related to technology support, including client management systems, help desk systems, and mobile device management; dispatches and responds to help desk tickets; diagnoses, routes or resolves help desk issues; assists personnel with setting up and maintaining computer applications; installs updated versions of management software as directed.
- 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, complex hardware repairs and upgrades, preventative maintenance, and installation of updates.
- Assists with the installation of network equipment; maintains network connections and other cabling as needed.
- Maintains strong analytical and troubleshooting skills in various areas of hardware, software, and networking.
- Maintains current knowledge of operating systems and software; maintains a current understanding of District network protocols.
- Communicates with site and technical 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.
- Assists with the management of technology initiatives
- Collaborates with Network Specialists on planning infrastructure support for the District's central phone systems equipment.
- Participates in the selection of planning and design consultants.
- Prepares and maintains a variety of records and reports, related to assigned activities; updates inventory records as needed.
- Prepares and maintains technical documentation to share out with team members and end users.
- Assists in the development and implementation of training programs for the Technology and Information Services Department and site technology staff; identifies appropriate instructional materials; and participates in the delivery and documentation of training for technology staff members.
- Attends and conducts meetings and in-service training.

- Consults with vendors, service providers, training agencies, and technical support regarding the purchase of parts, status of repairs, and software and hardware related questions.
- Operates a variety of office and technology support equipment including various hand tools, a computer and assigned software; drives a vehicle to conduct work.
- Work in conjunction with other technology teams, staff, 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.
- Principles and practices of installing and maintaining servers, workstations, and software, computer hardware, networking, peripheral equipment, and software applications.
- 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.
- 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.
- Use of online and other tools to solve end user problems.
- Describe technical issues to end users and 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.
- Maintain current knowledge of technological advances in the field..
- Communicate using patience and courtesy in a manner that reflects positively on the organization.
- 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.
- Work closely with Technology management in long-term plans and strategies.
- Assist management in plan development and project implementation.
- 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 encompass 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.

- Knowledge and experience relating to hardware and software maintenance and repair; network systems and peripherals.
- Any industry-related certifications. Experience providing technology support in an educational environment.