

Technology: Technology Technician III

Reports to:	Help Desk Manager
Supervises:	None
Term of Employment:	12 months
Salary:	Technology Technician III - 72
FLSA Exempt/Non-Exempt:	Non-Exempt

- Qualifications:**
- **Graduation from a two-year college or technical school majoring in computer, business or administrative support-related field**
 - **Microsoft MCSA, Network +, Google G-Suite certifications or industry equivalents required within 60 days from date of hire**
 - **Any equivalent combination of education, experience, and training that provides the required knowledge, skills, and abilities**

Essential Job Functions:

1. NATURE OF WORK

- An individual in this class works as a senior technician on issues beyond the capabilities of first-level technical staff. This employee performs skilled diagnostic and problem remediation on both hardware and software systems. This employee is responsible for maintaining the operation and integrity of local area networks, file servers, and user devices. Technician III staff accept incoming high-priority support requests and leverage their knowledge and experience to resolve the issues or engage the appropriate engineering, instructional, and/or administrative staff to see that the issues are resolved.

2. KNOWLEDGE, SKILLS AND ABILITIES

- Strong knowledge of computers and related technologies
- Strong knowledge of infrastructure requirements and components of local area networks
- Ability to interface with end users on advanced technical issues that have been escalated beyond the Technician I level

3. ILLUSTRATIVE EXAMPLES OF WORK

- Receives incoming Help Desk calls and assists users or triages/escalates issues as appropriate
- Provide higher-tier oversight of issues from Field Techs and Media & Tech Assistants
- Coordinates with Digital Integration Facilitator team on technical needs for instructional software and systems in the schools
- Supervises and/or performs the installation of hardware, software and related peripherals
- Assists with the installation of local area networks, file servers, and other related peripherals under the supervision of the network engineer
- Provides first-level system administrative work on user accounts and access
- Provides remote support assistance to school staff
- Develops and implements training for technical support staff
- Attends classes and seminars to enhance knowledge of equipment and operating
- Performs other duties and responsibilities as assigned by the supervisor

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Physical and Cognitive Requirements:

The major physical and cognitive requirements listed below are applicable to this job classification within Moore County Schools.

Work in this classification is considered **medium physical work** requiring the exertion of up to 40 pounds of force occasionally and up to 20 pounds of force frequently, and up to 10 pounds of force constantly to move objects.

Must be able to:

- walk, lift, reach, stoop, sit, squat, bend, stand, grasp, balance, climb, kneel, crouch and type for extended periods of time up to 10 hours
- prepare, read, comprehend and analyze a variety of complex forms, reports, spreadsheets, maps, plans, records, documentation and correspondence in all languages required by the job
- speak to individuals or groups of people with poise, voice control and confidence
- respond adequately to inquiries or complaints
- write using standard convention in all languages required by the job
- apply principles of logical or scientific thinking to define problems, collect data, establish facts and draw valid conclusions
- apply common sense understanding to carry out instructions furnished in written, oral or diagrammatic form
- communicate effectively and efficiently in all languages required by the job using whatever communication device or system is required (telephone, Braille)
- use/interpret job related terminology, mathematical formulas and functions effectively and efficiently
- deal with people beyond giving and receiving instructions maintaining effective working relationships
- perform under stress, deal with persons acting under stress and adapt when confronted with emergency situations
- be sensitive to cultural differences among individuals and groups of persons
- operate a motor vehicle
- operate/use a variety of job specific office machines and other office equipment
- manage multiple high priority initiatives in a fast paced, highly technical environment
- successfully perform the planning, directing, reporting and administrative responsibilities of this position