



ORANGE COUNTY SCHOOLS

POSITION DESCRIPTION

POSITION TITLE	Technician III
SCHOOL/DEPARTMENT	Technology
SALARY	Salary Grade 72 plus supplement
FLSA STATUS	Exempt
REPORTS TO	Chief Technology Officer
SUPERVISES	None
WORK WEEK SCHEDULE	Monday - Friday
WORK HOURS	40
NUMBER OF MONTHS PER YEAR	12

POSITION PURPOSE:

The Technician III works as the senior or lead technician at the system level. This employee performs skilled, supervisory, and managerial work in directing the activities of Level I and II Technology Technicians. This work includes repair and maintenance of all technology-related equipment as well as technical support for all technology-related systems. The Technician III is responsible for maintaining the operation and integrity of local area networks, file servers, and workstations. Through scheduling and assigning technical support staff work tasks, the Technology Technician III supports the Chief Technology Officer and Network Manager in the design, configuration, and installation of local area networks, end user devices and file servers

MINIMUM QUALIFICATIONS:

KNOWLEDGE, SKILLS, AND ABILITIES

- Strong knowledge of computers and related technologies.
- Strong knowledge of infrastructure requirements and components of local area networks.
- Ability to supervise technical support staff.
- Ability to assign troubleshooting tasks to front line support workers

- Ability to communicate effectively with all levels of technology users. Ability to triage and troubleshoot complex systems
- Ability to manage projects, including requirements management, task assignment, project execution, monitoring, communications and completion.
- Ability to maintain complete and accurate records, make recommendations for continuous improvement and measure impact of changes
- Provides input into policy development
- Establishes procedures and practices for Technician I and II staff.
- Ability to establish and maintain effective working relationship as necessitated by work assignments

EDUCATION, TRAINING, AND EXPERIENCE

- Bachelor's degree from an accredited institution in a computer related field
- Five (5) to eight (8) years of experience directly related to the duties and responsibilities specified
- Any equivalent combination of training and experience that provide the required knowledge, skills and abilities

CERTIFICATION AND LICENSE REQUIREMENTS

- Must possess a valid driver's license administered by the NC Division of Motor Vehicles
- Must possess a personal vehicle for use during work hours

PREFERRED QUALIFICATIONS:

- Project Management certification
- Experience working in technology in a public school setting
- Bachelor's Degree from an accredited institution in Computer Science or Engineering

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Coordinate work assignment among front line support staff
2. Supervises and/or performs the installation of hardware, software, and related peripherals for the Central Office
3. Ensure the maintenance of all computers, software, and LAN by monitoring performance
4. Oversee school technology requests and offer assistance when necessary
5. Upgrade hardware and software
6. Make recommendations regarding upgrades and replacement of technology-related equipment
7. Read and interpret schematics, writing diagrams, and manuals
8. Develops and implements training for technical support staff
9. Operate standard and specialized electronic devices in testing and troubleshooting computers and other technology-related equipment
10. Attend class and seminars to enhance knowledge of equipment and operating systems
11. Maintain strong knowledge of computers and related technologies
12. Maintain strong knowledge of components of LAN
13. Understand mechanical, electrical, and computer principles as applied to the repair and maintenance of computers and peripherals
14. Communicate effectively with all levels of technology users
15. Perform other duties as requested by the Chief Technology Office

WORKING CONDITIONS	
PHYSICAL DEMANDS	Work is considered light physical work requiring the exertion of up to 50 pounds of force.
WORK ENVIRONMENT	Employees in this position are required to work in indoor and outdoor environments, and come into direct contact with OCS staff, students and the public.
ACKNOWLEDGEMENTS	
The following signatures acknowledge that the supervisor has verified the accuracy of the position description, has discussed position requirements with the employee, and has advised the employee of work performance expectations	
<i>Reviewed by: Employee's Signature</i>	<i>Date</i>
<i>Approval by: Supervisor's Signature</i>	<i>Date</i>
The completed and signed position description shall be maintained at the employee's work location, shall be reviewed with the employee by his or her immediate supervisor, should be revised as required, and shall serve as the basis for all required evaluations.	

DISCLAIMER: *The above statements are intended to describe the general purpose and responsibilities assigned to this position. They are not intended to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and skills that may be required of the employees assigned to this position. This description may be revised by the supervisor, with HR review and approval, any time.*