CAPISTRANO UNIFIED SCHOOL DISTRICT
San Juan Capistrano, California

TECHNOLOGY SUPPORT SPECIALIST III

DEFINITION

Under general supervision, perform intermediate duties relating to the installation, maintenance and support of computer networks and related software and hardware at various sites; support the addition of networks, links, and upgrades; maintain computer data communications networks and perform associated technical and support functions; provide assistance, direction and training to users, TIS staff, and school site staff; work at various sites to troubleshoot problems with servers, network equipment, workstations, printers and software; communicate with District and site support staff on technical issues.

EXAMPLES OF DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Operates and maintains a variety of equipment including computers, printers, network servers, and other networking equipment.
2. Reviews hardware and software requirements.
3. Responds to hardware and software service requests.
4. Provides project management.
5. Provides leadership to other technology support staff.
6. Coordinates computer installations, desktop projects and day to day activities.
7. Sets up and configures new and existing instructional and administration Windows and Macintosh computers.
8. Installs software on new and used Windows and Macintosh systems.
9. Troubleshoots complex personal computer software and hardware problems.
10. Installs and performs advanced configuration of Microsoft-based and Apple-based servers.
11. Administrates multi-tier Microsoft-based or Apple-based server infrastructure including but not limited to user accounts, groups, DHCP, WINS, file shares, printing.
12. Performs advanced installation and configuration of switches including VLANs, Access Lists and layer 3 functionality.
13. Installs and performs basic configuration of Cisco routers.
14. Troubleshoots and resolves basic to advanced network problems.
15. Installs and configures RAID and storage area networks (SAN).
16. Installs and performs advanced configuration of management software including backup software, anti-virus, and various server management utilities.
17. Installs and performs advanced configuration of a multi-tier Microsoft Exchange infrastructure.
18. Installs and configures technologies including web servers, Internet filters, database servers and firewalls.
19. Provides technology reviews, written proposals, presentations and technical specifications.
20. Researches and evaluates Local Area Network (LAN) products and alternatives.
21. Provides technical recommendations in written professional format.
22. Installs and performs advanced configuration of other networked applications.
23. Maintains records on all computer installations and technology service requests.
24. Coordinates network data wiring layouts and additions.
25. Works with vendors on software and hardware installations, troubleshooting, administration and maintenance.
26. Creates documentation, manuals and other advanced technical documents.
27. Provides assistance with District technology initiatives as needed.
28. Performs other related duties as required.

QUALIFICATIONS

Knowledge of:

Methods, tools and equipment used in the installation and service of hardware and software; Windows and Macintosh computer operating systems; current computer network technology; basic industry-standard networking principles, theories and practices; intermediate understanding of networking protocols, hardware and technology including Ethernet/Fast Ethernet/Gigabit Ethernet, Cisco IOS, Microsoft Active Directory Services; understanding of physical wiring standards including CAT-5 and fiber optics; design of Main Distribution Frame (MDF) and Intermediate Distribution Frame (IDF); LAN and WAN design using commonly available technologies; firewall and network security; intermediate TCP/IP design and configuration; use of network management software.

Ability to:

Install computers, printers and other peripheral devices; install and test software and hardware; install and configure network and server-based application software; install and configure server-based solutions including Terminal Services, web-based application services, and other emerging technologies; evaluate and recommend networked applications; provide leadership and support to technology support staff; work closely with the management in long-term plans and strategies; assist with the maintenance and troubleshooting of network hardware and software; communicate clearly and concisely both oral and written; adapt to changing technologies and learn functionality of new equipment and systems; demonstrate good interpersonal skills to work with students, teachers, administrators, supervisors, co-workers and vendors; learn new skills to keep current with technology changes; instruct others in the use and care of network technology and software; work with limited supervision; multi-task while maintaining patience and flexibility; manage time effectively between multiple sites; understand and carry out oral and written instructions; establish and maintain cooperative working relationships; comply with the District's customer service standards, as outlined in Board policy.

Education/Experience:

Any combination equivalent to: Completion of the twelfth grade supplemented by training and/or coursework in computer and network operations. Associates degree preferred but not required; and four years of computer related experience or any combination of experience and coursework in such areas as installation, configuration, troubleshooting, and repair of computer hardware, software and peripheral devices preferably in a networked environment, and at least one year networking experience. MCP/MCSE preferred but not required. CCNA preferred but not required.

License/Certificate Requirement:

Possession of a valid California Driver's License.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT
The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate computer equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

7/03
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