MONTEREY COUNTY OFFICE OF EDUCATION

TECHNOLOGY SUPPORT SPECIALIST III

Classification: Classified
Salary Level: 44.5

DEFINITION:

The Technology Support Specialist III is a highly skilled position responsible for performing advanced tasks related to the installation, maintenance and support of computer networks and related software, hardware, and peripheral devices. This position will work at various sites, including those of other agencies, to troubleshoot problems with servers, network equipment, workstations, mobile devices, printers and software; support the addition of networks, links and upgrades; maintain computer data communications networks and perform associated technical and second-tier support functions; plan and coordinate training for users and TIS staff; maintain records in the assigned helpdesk system; provide on-line and in-person support for issues escalated to the infrastructure support team; communicate with office and site support staff on technical issues and perform related duties as required.

SUPERVISOR:

Director of Infrastructure Services

POSITION(S) SUPERVISED:

None

QUALIFICATION REQUIREMENTS:

To perform a job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in the job description are representative (not an exhaustive list) of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties of the position.

DISTINGUISHING CHARACTERISTICS:

Positions in this classification are distinguished from Technology Support Specialist II by the level of expertise required in network and server maintenance. This position requires a high degree of network support expertise, including support of network infrastructure and instrumentation. It is also responsible for server configuration/maintenance and storage systems and has responsibility for project leadership. Positions in this classification are also distinguished from Technology Support Specialist IV by the level of network and server support expertise required. This position requires a lesser degree of network support expertise and is not responsible for security apparatus or the use of advanced tools such a sniffers and protocol analyzers. Project leadership responsibilities are also significantly more limited as are responsibilities for product research.

ESSENTIAL DUTIES:

The following is a list of duties that is representative of the position that includes but is not limited to:

- Performs advanced installation and configuration of networking devices, including switches, routers, filters, firewalls and other appliances
- Performs administration and advanced configuration of the multi-tier Microsoft-based or Apple-based web, database and file server infrastructure, including but not limited to user accounts, groups, DHCP, WINS, file shares, and printing
- Installs and configures advanced storage systems such as RAID and storage area networks (SAN)
- Troubleshoots and resolves complex personal computer software and hardware problems and intermediate to advanced network problems
- Coordinates the setup and configuration of new and existing instructional and administration Windows and Macintosh computers
- Installs and performs advanced configuration of a multi-tier Microsoft Exchange infrastructure
- Coordinates computer installations, desktop projects and day to day activities
- Coordinates network data wiring layouts and additions
- Installs and performs advanced configuration of management software including backup software, antivirus, and various server management utilities
- Provides telephone, online and desktop support services on issues escalated to the second tier of MCOE technical support
- Provides basic project management including but not limited to, defining parameters, task management, and leading small teams
- Provides leadership to other technology support staff
- Plans and coordinate training programs of MCOE and district staff, students and parents in the proper use of computers, data systems, online resources and related technology
- Assists users with cell phone and mobile device setup and troubleshooting, in accordance with office technical support and BYOD policies
- Provides technology reviews, written proposals, presentations and technical specifications
- Works with vendors on software and hardware installations, troubleshooting, administration and maintenance
- Researches and evaluates Local Area Network (LAN) products and alternatives
- Maintains records on all computer installations, technology service requests and equipment and software inventory
- Assists in the preparation of manuals, policies, forms and other documents, as well as web page content and other forms of media needed to enhance user understanding and participation
- Attends various web-based and other training sessions as required
- Performs other related duties as required

PHYSICAL AND MENTAL CHARACTERISTICS:

Physical, mental and emotional stamina to perform the duties and responsibilities of the position; manual dexterity sufficient to write, use the telephone and business machines; vision sufficient to read printed materials; hearing sufficient to conduct in-person and telephone conversations; speaking ability in an understandable voice with sufficient volume to be heard at normal conversational distance or on the telephone; physical mobility sufficient to move about the work environment (office and location) and drive an automobile; physical strength to lift a minimum of 40 pounds; physical stamina sufficient to sit for prolonged periods of time; mental acuity to collect and interpret data,

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evaluate, reason and define problems, establish facts, draw valid conclusions, make valid judgments and decisions.

REQUIRED QUALIFICATIONS:
Education and Experience:

Associate Degree in computer science or related field, supplemented by a minimum of two years of technical training and/or coursework in computer and network operations; 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 two year of networking experience.

KNOWLEDGE OF:

This position must meet all knowledge requirements of the Technology Support Specialist II at an advanced level with emphasis and distinction as follows:

- Intermediate to advanced networking principles, theories and practices, pertaining to networking protocols, hardware and technology, including Ethernet/Fast Ethernet/Gigabit Ethernet, Cisco IOS, EIGRP, OSPF, VTP, STP, 802.11 A-N, 802.1X, RADIUS, NAT and PAT
- Advanced Windows and Macintosh computer operating system functions
- Open Systems Interconnection (OSI) model
- Directory services, including but not limited to Active Domain and LDAP
- Second tier technical support practices including methods of inquiry, testing and problem resolution
- Intermediate to advanced LAN and WAN design using commonly available technologies
- Firewall, network security, and content filtering policy management
- Windows and Mac Server systems administration
- Utilization of system workflow, creation, and modification using SCCM and Casper system management tools
- Intermediate VMware creation, migration, and deletion
- Advanced administration of antivirus/malware systems
- Intermediate TCP/IP design and configuration
- Methods, tools and equipment used in the installation and service of hardware and software
- Design of Main Distribution Frame (MDF) and Intermediate Distribution Frame (IDF)
- File management and permission administration for Linux OS
- The use of various network management tools, techniques, applications and systems
- Advanced understanding of physical wiring standards including CAT-5 and fiber optics
- Advanced MS Exchange administration practices
- Advanced VOIP system administration
- Office methods and equipment, including copiers, printers, and faxes
- Policies, procedures, functions and general principles of Information Technology

SKILLS AND ABILITIES TO:

- Install, configure and troubleshoot server-based solutions (Linux, Windows, and Mac) including Terminal Services, web-based application services, and other emerging technologies
- Develop test plans for hardware and software installations
- Evaluate, document and recommend networked applications

- Maintain trouble ticketing database
- Provide leadership and support to technology support staff
- Instruct others in the use and care of network technology and software
- Provide input to management for long-term planning and strategies
- Learn new skills to keep current with technology changes
- Implement effective problem solving techniques
- Communicate in English, clearly and concisely, both orally and in writing
- Demonstrate good interpersonal skills to work with students, teachers, administrators, supervisors, co-workers and vendors
- Adapt to changing technologies and learn functionality of new equipment and systems
- Manage time effectively between multiple tasks and location, and record time utilization
- Understand and carry out oral and written instructions
- Comply with the department's customer service standards, as outlined in associated policies and procedures
- Prepare and deliver clear and concise oral instructions
- Prepare written materials in an efficient and comprehensive manner
- Multitask and perform work independently without supervision, but also determine the seriousness of a problem that warrants escalation

DESIRABLE QUALIFICATIONS:

- Bachelor degree preferred but not required
- MCP/MCSE, CCNA and other technical certifications preferred but not required
- Experience with school system application software
- Ability to effectively communicate in Spanish

LICENSES AND CERTIFICATIONS:

Possess and appropriate California Driver's License with evidence of insurability.

Approved: 02.21.14