NEWPORT NEWS PUBLIC SCHOOLS

Job Description

Job Title: Technical Support Specialist III

Supervisor: Supervisor of Technology Support Services

Position Code

Pay Grade: 33

Job Classification: Non-Exempt

Contract Length: 245 Days

Job Summary
Under the direction of the Supervisor of Technology Support Services, performs complex work. Work involves implementing, maintaining, and servicing computer hardware (desktops, laptops, and mobile computing devices), network connectivity, applications, and associated peripherals. Position carries out installation, testing, and technical tasks in support of computer hardware (desktops, laptops, and mobile computing devices), applications and associated peripherals. Work requires highly professional customer service to staff and students; assisting staff with resolving issues in functional and enterprise applications. Position can train and provide technical guidance to lower graded positions. The work can be assigned to a site or dispatched from the help desk.

Essential Duties
1. Ensures system operation and performs installation, maintenance and repair of computer hardware, network connectivity, applications, peripherals and other computer related components/equipment.
2. Performs in-depth diagnostics and preventative maintenance to ensure supported systems are operational.
3. Troubleshoots system level problems and performs repairs to include replacement of components and complete systems.
4. Responds to emergency work requests; troubleshoots supported system failures and errors; diagnoses, isolates, and resolves complex system problems ensuring timely results and minimal disruption of operations.
5. Highly skilled in the use of tools and equipment employed in testing and repairing of equipment.
6. Responds to questions and needs of end-users concerning supported systems.
7. Performs most difficult work on supported systems.
8. Able to accurately read and interpret electronic schematic diagrams.
9. Interacts with members of the Systems Administration, Network Services, Communication Services and Audio-Visual team members to troubleshoot and resolve system level problems.
10. Updates supported system documentation to record installations, upgrades, inventory, configurations, etc.
11. Utilizes appropriate safety equipment in the performance of duties.
12. Tracks all work performed in the help desk work order system.
13. Travels to and from schools'/work sites in the performance of duties.
14. May assist in training others.
15. Conforms to all departmental procedures and policies.
16. Models nondiscriminatory practices in all activities.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Other Duties:
1. Maintains an up-to-date knowledge of rapidly changing computer hardware and application technologies.
2. Performs any other related duties as assigned by the Supervisor of Technology Support Services, or other appropriate administrators.

Job Specifications
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities, who are otherwise qualified, to perform the essential functions.

Minimum Qualifications (Knowledge, Skills and Abilities Required)

- Must possess an Associate's degree (or completion of equivalent amount of college coursework) in computer science or related field and significant experience in computer system support and maintenance or a combination of education and experience to include industry certifications that provide the knowledge, skills, and abilities to perform the essential duties.
- Must possess considerable knowledge of the operation and repair and the principles and practices used in the configuration, installation, testing, and maintenance of computer systems, operating systems, collaborative applications, printers, interactive white boards, display projectors, and printers (experience with Dell equipment, Microsoft OS and Applications, HP printers, and SMART technologies is highly desirable).
- Must possess considerable of client computer characteristics on a local area networks in an active directory environment (experience with TCP/IP, OSI model, Microsoft Active Directory, Group Policy, DHCP and DNS is preferred).
- Must possess excellent troubleshooting skills and the ability to diagnose/resolve system and application problems.
- Must possess excellent skills in the use of the instruments and tools of the trade.
- Must possess the ability to interpret and apply complex technical manuals and reference materials.
- Must possess the ability to assist with developing computer operating procedures and knowledge based type documentation and assist with performing computer management activities.
- Must possess the ability to prioritize tasks in order of importance; work independently and as a team member; and establish and maintain effective working relationships with co-workers and end-users.
- Must possess a valid driver's license with a good driving record.

Working Conditions and Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions. Duties are performed in centralized computer repair shop and at schools. While performing the duties of this job, the employee is occasionally exposed to various lighting conditions, dust and pollen, regular automobile traffic conditions while driving to/from work sites, electrical shock and toxic/caustic chemicals. While performing the duties of this job, the employee is frequently required to sit; use hands to finger, handle or feel; and talk and hear. The employee is occasionally required to drive; stand; walk; climb; balance; bend; stoop; kneel; twist/turn; push/pull up to fifty (50) pounds; lift/move up to twenty (20) pounds for at least 35 feet. Specific vision abilities required by this job include color vision, close vision, distance vision, night/dusk vision and peripheral vision.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Duties are normally performed in an office environment, centralized computer rooms, on-site locations and outside in the open environment. While performing the duties of this job, the employee is occasionally exposed to various lighting conditions; moving mechanical parts; high precarious places; toxic or caustic chemicals; and risk of electrical shock. The noise level is usually moderate and occasionally loud when performing duties in centralized computer rooms.

Supervision Exercised: None
Supervision Received: Supervisor of Technology Support Services

This job description in no way states or implies that these are the only duties to be performed by this employee. The Technology Support Specialist III will be required to follow any other instructions and to perform any other related duties as assigned by the Supervisor of Technology Support Services. Newport News Public Schools reserves the right to update, revise or change this job description and related duties at any time.

Approvals:

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Supervisor   Date

I acknowledge that I have received and read this job description.

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Employee Name (Print)   Signature   Date

Revised 01/20 CR