SAN DIEGO UNIFIED SCHOOL DISTRICT

POSITION DESCRIPTION

**TITLE:** Integrated Technology Support Specialist III  
**REPORTS TO:** Assigned Supervisor

**DEPARTMENT:** Integrated Technology  
**CLASSIFICATION:** Classified

**FLSA:** Non-Exempt  
**SALARY GRADE:** 048

**ISSUED:** December 17, 2019  
**OTBS**

**BASIC FUNCTION:**
Provide technical support, advanced troubleshooting, repair, and enterprise wide administration of all district issued hardware and software including interactive technology classroom environments and central/school offices; diagnose, repair, and/or resolve complex issues related to interconnected mobile and desktop computing devices, audio, visual, and other formative assessment technologies used across the curriculum.

**REPRESENTATIVE DUTIES:** (Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements.)

**E = Essential Functions**

Troubleshoot, repair, and resolve complex issues with a variety of complex equipment in a multi-vendor environment, including interactive whiteboards, Windows and Apple computers/tablets, Chrome devices, printers/multi-function devices (MFD), document cameras and other peripherals; make corrections or contact appropriate district support staff or appropriate vendors for resolution to problems. **E**

Assist with the coordination of projects with other department and district staff. **E**

Create, maintain, manage all aspects of device images for all district standard staff and student computing devices; document and define processes to reload/reimage staff, teacher and student computing devices. **E**

Assist with maintenance, creation and testing of automation tools. **E**

Track/monitor emerging end user issues; make recommendations for district-wide solutions. **E**

Provide training, support and guidance to assigned staff. **E**

Troubleshoot and isolate problems of classroom/office computers and printers and determine if problem is related to hardware, software, or connection (LAN/WAN); analyze and correct problems with assigned systems and associated components. **E**

Install and configure staff, teacher and student devices where/when applicable. **E**

Follow up on ticket incidents and service requests from users for changes or additions to closure within department guidelines; interface with or receive and log calls in the HelpDesk ticket tracking system and organize work to meet expected customer response times. **E**
Deploy to school sites or central offices to provide technical support, hardware repair, or staff training. E

Provide technical assistance and guidance to staff in the operational aspects of office and classroom technology. E

Perform basic network and server administration maintenance tasks including password resets, and printer queue setup. E

Communicate with various site personnel to coordinate work performed, exchange information and resolve issues and concerns. E

Contact manufacturers and vendors regarding equipment, software, parts or resolution to problems. E

Track and maintain district computing devices in centralized asset management database; assist with configuration/maintenance of the asset management platform as assigned. E

Maintain a variety of records on materials, equipment, and stock. E

Support and implement district standards during course of work. E

Review and resolve issues related to the assigned program. E

Keep abreast of new technologies and products K-12 classroom and business/front office technology fields. E

Perform related duties as assigned.

MINIMUM QUALIFICATIONS:

EDUCATION AND EXPERIENCE:
Any combination of training, experience, and/or education equivalent to graduation from high school and six years of computer-related customer support experience, computer/hardware repair, or network support. A+ Certification required. Network+, Cisco or other Microsoft Specialist/Engineer certifications are desirable.

LICENSES AND OTHER REQUIREMENTS:
Possession of a valid California driver’s license and availability of a vehicle capable of occasionally transporting computers, and similar related equipment (mileage expense allowance provided).

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Computer software, hardware, networking concepts.
Technical aspects of field of specialty.
Interpersonal skills using tact, patience and courtesy.
Basic copyright laws.
Oral and written English communication skills.

ABILITY TO:
Analyze and solve complex technical problems.
Make sound recommendations and exercise good judgment.
Operate standard office equipment including computers and related software applications.
Utilize systems management software to perform remote control, patch management and software distribution.

Continuously improve job skills through formal training, informal or indirect training from other staff, on the job training, etc.
Establish and maintain effective working relationships with others.
Plan and organize work.
Meet schedules and time lines.
Work independently with little direction.
Maintain records and prepare reports.
Read, apply, and explain rules, regulations, policies, and procedures.

WORKING CONDITIONS:

ENVIRONMENT:
Indoor, office or classroom setting.

PHYSICAL REQUIREMENTS:
Hearing and speaking to exchange information; seeing to perform assigned duties; sitting or standing for extended periods of time; dexterity of hands and fingers to operate a computer keyboard and other office equipment; kneeling, bending at the waist, and reaching overhead, above the shoulders and horizontally, to retrieve and store files and supplies; lifting moderate objects.

NOTE: An incumbent in the job class of Integrated Technology Support Specialist II may be promoted to the next higher job class of Integrated Technology Support Specialist III upon certification by the section manager and approval by the department head that the incumbent meets the minimum qualifications listed on the current class description of the higher job class and is regularly performing a majority of the higher-level duties.

DISTINGUISHING CHARACTERISTICS:

An Integrated Technology Support Specialist I is an entry-level technology job classification. This job class is distinguished from the higher level Integrated Technology Support Specialist II and III in that the incumbent provides initial technical support services to end users with issues regarding software, hardware and networks; analyzes and provides solutions to complex and routine problems.

An Integrated Technology Support Specialist II performs more specialized, independent technical support of various components found in interactive technology classroom environments and central/school offices, in addition to performing similar technical support services as the Integrated Technology Support Specialist I.

An Integrated Technology Support Specialist III performs very specialized technical support, advanced trouble-shooting, and enterprise-wide administration of all district issued hardware and software, in addition to performing similar technical support services as the Integrated Technology Support Specialist II.

Job Code 6756