

TECHNOLOGY SUPPORT TECHNICIAN III

DEFINITION

Under the general supervision of the Director of Information Technology, provides microcomputer technology support; performs installations and/or replacements of computers, monitors, printers, digital cameras, scanners and other digital devices; troubleshoots and resolves computer equipment and user problems; performs minor computer and peripheral equipment repairs; makes vendor-appropriate computer repair referrals; instructs users in the effective use of computers, software and peripherals; install LAN switches; assists in file server installation; creates computer software images for the deployment of user workstations; diagnoses LAN problems at the workstation level; creates printer queues for network operating systems; assists department project leaders in developing, planning, and coordinating Information Technology PC hardware and software projects; acts as a project leader when the project leader is away from the site; performs other related tasks as assigned and/or required.

ESSENTIAL DUTIES

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QUALIFICATIONS

Knowledge of: A high level of knowledge of: DOS 6, Windows 98 and Windows XP Professional; programming Cisco and 3COM switches and routers; mid-range level of knowledge with Windows NT or Windows 2003 servers; principles of TCP/IP and addresses of computers and printers; principles of DHCP and deployment of network computers; setting printer queues on the servers; developing printer queues on a network operating system, such as Windows NT or Windows 2003; writing PC programming scripts; principles of developing and writing Information Technology projects, scopes or work, developing schedules and organization of project staff; various versions of microcomputer software; Microsoft Outlook, Word, Excel, PowerPoint and Corel WordPerfect; microcomputer software and hardware troubleshooting techniques on PC platform; Local Area Network principles; PC microcomputer operations; operation of peripherals, such as printers (inkjet and laser), scanners, modems, PDA, CD-ROM and DVD drives; set up, configuration and troubleshooting of computers on a Local Area Network; mathematical concepts and functions applicable to the position; troubleshooting of edge network switches; i.d., Cisco 3548 or 3Com 3900; network testing with Fluke meter; creating images with Symantec Ghost software; performing memory upgrades and PC card installation.

Ability to: Operate microcomputers; communicate effectively, both orally and in writing; understand and interpret technical manuals and instructions; diagnose microcomputer hardware, software and operator problems; use microcomputer office automatic programs (word processing, data bases, spreadsheets, graphics); prepare clear, concise written reports; assemble, modify and enhance microcomputer (PC) systems; manipulate hardware switches, jumpers and cards in micro computing equipment; learn, interpret and apply District and departmental policies, procedures and standards; perform low-level network troubleshooting; analyze, interpret and apply technical operating manuals and program documentation; install network workstations and peripherals; perform minor repairs to microcomputers; maintain accurate records; analyze