



Cañada College ♦ College of San Mateo ♦ Skyline College

GENERIC POSITION DESCRIPTION

IT SUPPORT TECHNICIAN III

A Classified Position

[Grade 34A – Salary Schedule 60](#)

A. General Statement

Under direction of the Director of Technical Support Services, the IT Support Technician III works as a member of the District-wide technology support team to provide advanced information technology support to the administrative and instructional users throughout the District. An IT Support Technician III provides support to faculty, staff and students on various computer platforms, networks and applications. The IT Support Technician III performs technical work involving advanced troubleshooting with the support of other members of the technology support team and provides advanced knowledge and support to appropriate ITS staff. The work involves a variety of technologies and actions, including: installation, operation, configuration, repair, modification, and support of computers, electronic components, audio/video/multimedia equipment, software (including Server Group Policy implementation) and equipment.

A high degree of independent judgment is required to resolve frequent minor and occasional major problems that occur. Consequences of errors in judgment could be costly in terms of equipment damage, loss of staff time, financial loss and negative customer relations; however, supervisory controls and the ability to rely on the assistance of other members of the technology support team will reduce the risk of serious errors. An IT Support Technician III leads the work of IT Support Tech I's and II's, student assistants, and other staff as assigned.

B. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Performs advanced technical work involving the District-wide installation, configuration, modification, and maintenance of desktop computer hardware, instructional servers, group policies, and other high end software applications, networking, audio/video equipment
2. Uses diagnostic equipment to test, adjust, modify and repair electronic equipment
3. Coordinates the setup, upgrade, or maintenance of large instructional lab deployments

4. Troubleshoots and corrects hardware problems; reports equipment problems or failures and provides necessary documentation; coordinates repair services with external contractors; makes recommendations for improving the life/continued usefulness of existing equipment; provides basic support, including repairs and purchases for audio and video equipment/services
5. Uses the HelpCenter system to track and monitor work orders and service requests and sets work priorities based on severity and impact, providing responsive and effective support services at all District locations
6. Develop and maintain technical documentation where needed to provide reference for other staff, and operational instructions for more complicated configurations, lab situations or for other purposes
7. Communicates with the Director of Technical Support Services, faculty and staff, and the other technology support team members regarding work orders, work in progress, and/or support requirements related to the reliable advanced operation of all District desktop computer systems, instructional servers, audio/video capabilities, network services, considerations related to workload and service priorities, equipment supply and storage, planning the purchase of new and upgraded equipment, modifications/renovations and improvements to facilities, responding to customer requests and project timelines, and other matters
8. Provides advanced knowledge and support to appropriate ITS staff to administer, maintain and operate local area networks on each campus and also the wide-area network when necessary and to provide technical support services to faculty, staff and students for technologies serving the administrative and instructional needs of the District
9. Assists staff in the planning, purchasing, and installation of new hardware and software
10. Supports team members in the installation and maintenance of virtual desktop infrastructure (VDI) environment District-wide
11. Performs other duties as assigned.

C. Requirements

1. Associate's degree or equivalent combination of education and minimum four years' experience supporting and maintaining servers, desktops, network services, storage and virtualization systems
2. Microsoft MCSE certification or other certification related to the support of computer systems
3. Extensive knowledge of Microsoft and Macintosh operating systems and hardware
4. Previous experience working in a higher education environment
5. Demonstrated skill in respectful and sensitive communication with people at all levels in an organization who are diverse in their cultures, language groups and abilities
6. Previous experience leading the work of others; demonstrated skill in multi-tasking and prioritizing workloads with similar deadlines
7. Possession of a valid California Drivers' License and the ability to drive a motor vehicle to off-site or other locations are required

OR

An equivalent combination of education and experience

D. Physical/Other Requirements

1. Sitting or standing for prolonged periods of time.
2. Dexterity of hands and fingers to operate a computer keyboard, touch screen and mouse.

3. Use of hand tools such as screw drivers, pliers, etc.
4. Lift equipment up to 40 pounds.
5. Crawl on the floor, work under desks and in tight places.
6. Work on ladders.
7. Requires the incumbent to possess a cellular telephone that either can be issued by the District or provided by the employee who will receive the District monthly stipend to cover work use.

E. Knowledge, Skills & Abilities

1. Advanced knowledge of Macintosh and PC computer hardware, Server Operating systems, Windows Group Policies, Linux server Operating System, software, imaging concepts, computer networks and wireless networking.
2. Advanced knowledge and ability in the area of Windows Group Policies in a domain environment. Ability to create, edit, maintain and upgrade as needed to provide support instruction.
3. Advanced skill in the detection and correction of malfunctions in computer systems, servers, and installation of PC, Macintosh and Linux operating systems and desktop/instructional software applications.
4. High level technical problem solving ability.
5. Skill in respectful and sensitive communication with other team members, and people at all levels in an organization that is diverse in their cultures, language groups and abilities.
6. Advanced skill in installing, configuring, modifying, optimizing performance and problem determination and resolution with servers located in instructional labs.
7. Skill in the use of a variety of computer software to prepare procedures, documentation and reports for use by others as required