

# WALTON COUNTY SCHOOL DISTRICT

## POSITION DESCRIPTION

### COMPUTER TECHNICIAN III

#### QUALIFICATIONS:

1. High School Diploma or equivalent.
2. Valid Computing Technology Industry Association (CompTIA) A+, Network+, and Security+ certifications.
3. Minimum of five (5) years of continuous, recent and verifiable employment in a technology support position in an enterprise computing environment.
4. Graduation from an accredited technology certificate/degree program preferred.
5. Such alternatives to the above qualifications as the Board may find appropriate and acceptable.

#### REPORTS TO:

Chief Information Officer or designee

#### SUPERVISES:

None

#### POSITION GOALS

To play a positive role in helping the Walton County School District change as necessary to effectively carry out its mission.

#### PERFORMANCE RESPONSIBILITIES:

1. In-depth knowledge and the ability to provide technician and end-user support and training for all current versions of Microsoft Windows, Office, web browsers, and other local and web-based applications used in an educational environment.
2. Exceptional problem solving, communication, record keeping, and customer service skills.
3. Leadership and mentoring skills.
4. Working knowledge of Active Directory, users, groups, shares, and Group Policy to act as a backup for the network team when needed.
5. Strong conceptual understanding of ADFS, virtualization, enterprise-class SANs, security appliances, enterprise switching and routing, content filters, and backups, TCP/IP, DHCP, DNS, Wired and Wireless LAN in an enterprise networking environment.
6. Experience with enterprise class computer imaging system.
7. Strong knowledge of audio-visual systems used in classrooms, board meetings, and sporting events.

8. Strong Knowledge of classroom educational technology including smart boards, touch panels, and projectors.
9. Support visitor check-in systems.
10. Support and troubleshoot IP and analog security cameras.
11. Installation and configuration of IP Phones.
12. Support computer-based testing software.
13. Perform other duties as assigned by the designated supervisor.

**TERMS OF EMPLOYMENT:** 12 months, 8 hours per day, 5 days per week. To insure optimal network up time for all user departments, performance may include work outside normal business hours. Salary to be based on the Board adopted non-instructional salary schedule.

**EVALUATION:** Performance of this position will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.

**Job Description Supplement No. 12**