COMPUTER TECHNICIAN III

Position Details
Class Code: 1557
Job Family: Information System
Classification: Support Professional
Terms of Employment: Pay Grade 58 on the Support Professional Salary Schedule
FLSA STATUS: NON-EXEMPT

Position Summary
Under general supervision, troubleshoots, installs, maintains, operates, and supports complex client computing technology and peripheral devices, operating systems, and related technologies requiring advanced technical skills.

Essential Duties and Responsibilities
This list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.

1. Provides advanced (level III) phone, online, and on-site support to technology users as well as, level I and level II support for other Computer Technicians and Help Desk Analysts.
2. Leads teams in diagnosing client computing hardware and software malfunctions and coordinating and/or implementing repair activities.
3. Works independently using high-level logical problem determination skills and procedures to isolate faults in computer and peripheral software, hardware, and communications systems, and implements the repairs.
4. Assists in troubleshooting data communication and networking related issues, including Wi-Fi and Voice-over Internet Protocol (VoIP), and resolving or acting as point of contact to appropriate parties for service assistance.
5. Researches and develops standard practices for installing, implementing, and configuring client computing hardware and software within an enterprise scale networked computing environment.
6. Researches and develops processes for maintaining, troubleshooting, and repairing client computing hardware and software within an enterprise-scale networked computing environment.

7. Creates reports, presentations, training materials, knowledge documents, and/or other documentation to support the Clark County School District’s technical support knowledge base.

8. Leads project teams in designing and implementing new technologies and systems.


10. Diagnoses complex printer problems and disassembles and repairs printers.

11. Participates in the planning and implementation of hardware and software systems installations and upgrades.

12. Maintains state-of-the-art competency in desktop, laptop, tablet, and mobile operating systems.

13. Maintains state-of-the-art competency in client computing software, hardware, and related technologies such as interactive whiteboards, printers, mass deployment utilities, etc.

14. Maintains certifications, as necessary to perform warranty service on District client computing technology.

15. Conforms to safety standards, as prescribed.

16. Performs other tasks related to the position, as assigned.

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**Distinguishing Characteristics**

Involves independent research, analysis, installation, troubleshooting, operations, and support of client computing technology and related technologies in a network environment.

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**Knowledge, Skills, and Abilities (Position Expectations)**

1. Knowledge of client computing technologies.
2. Knowledge of connecting and configuring various peripheral devices such as printers, projectors, etc.
4. Knowledge of current programming languages.
5. Knowledge of relational database systems.
6. Knowledge of current operating systems.
7. Knowledge of stand-alone and networked printer configuration and support.
8. Knowledge of the installation, configuration, troubleshooting, and repair of various mobile devices.
9. Ability to understand, discuss, and explain technical problems with non-technical customers.
10. Ability to interpret complex technical documentation.
11. Ability to diagnose high-level client computing technology malfunctions and perform complex repairs.
12. Ability to create, edit, and maintain technical documentation.
13. Ability to make technical presentations.
14. Ability to recognize and report hazards and apply safe work methods.
15. Possess physical and mental stamina commensurate with the responsibilities of the position.

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**Position Requirements**

**Education, Training, and Experience**

High school graduation or other equivalent (i.e., General Education Development (GED), foreign equivalency, etc.); plus, two (2) years of work experience in an Information Technology (IT)-related technical support field; and, four (4) additional years of progressively detailed experience supporting client computing, software applications, and related technologies providing operations, and troubleshooting communications between desktop computers, and related systems; or,

Associate’s degree (or two (2) years of college) with a major area of study in Information Technology (IT)-related areas, such as Management Information Systems (MIS), Computer Science (CS), Electrical Engineering, etc.; plus, one (1) year of work experience in an Information Technology (IT)-related technical support field; and, three (3) additional years of progressively detailed experience supporting client computing, software applications, and related technologies providing operations, and troubleshooting communications between desktop computers, and related systems.
Licenses and Certifications

1. A valid driver’s license that allows the applicant/employee to legally operate a motor vehicle in Nevada. License must be maintained for the duration of the assignment.
2. Copy of current driving history (dated within six (6) months from the date printed) issued by the Department of Motor Vehicles at time of application or Qualified Selection Pool (QSP) placement and at time of interview prior to final selection.

Preferred Qualifications

1. Industry certification in the area of client computing technologies, such as Microsoft Certified Systems Engineer (MCSE), Computing Technology Industry Association (CompTIA) A+, Help Desk, Information Technology Infrastructure Library (ITIL), etc.
2. Experience leading large and/or complex client computing technologies projects and/or supervising teams performing related work.

Document(s) Required at Time of Application

1. High school graduation or other equivalent (i.e., GED, foreign equivalency, etc.).
2. College transcript(s), if applicable.
3. A valid driver’s license that allows the applicant/employee to legally operate a motor vehicle in Nevada.
4. Copy of current driving history (dated within six (6) months from the date printed) issued by the Department of Motor Vehicles.
5. Specific documented evidence of training and experience to satisfy qualifications.

Examples of Assigned Work Areas

Clark County School District Technology and Information Systems Services (TISS) Division and other District locations; air-conditioned and non-air-conditioned school equipment rooms; travel to and from schools and other District office settings.

Work Environment

Strength

Strength: Sedentary/medium – exert force 20-50 lbs., occasionally; 10-25 lbs., frequently; up to 10 lbs., constantly.
Physical Demand
Frequent sitting, standing, walking, pushing, pulling, stooping, kneeling, climbing, crouching, reaching, handling, and repetitive fine motor activities. Mobility to work in a typical office setting and use standard office equipment. Stamina to remain seated and maintain concentration for an extended period of time. Hearing and speech to communicate in person, via video conference and computers, or over the telephone. Vision: Frequent near and far acuity, and color vision. Vision to read printed and online materials, a Video Display Terminal (VDT) screen, or other monitoring devices.

Environmental Conditions
Climate-controlled office setting with temperatures ranging from mild/moderate to extreme cold/heat. Exposure to noise levels ranging from moderate to loud for occasional to frequent time periods.

Hazards
Furniture, office equipment, communicable diseases, chemicals and fumes (as related to specific assignment), and power/hand-operated equipment and machinery (as related to specific assignment). Field work may involve access to Alternating current (AC) and Direct Current (DC) electrical circuits, sharp edges, ladders, and cramped spaces.

Examples of Equipment/Supplies Used to Perform Tasks
District-issued/personal vehicles, various computers, printers, telephones, fax machines, drills, punch-down tools, digital multi-meters, laser communication devices, data system and communications test equipment, and hand and power tools used in the installation and repair of technology equipment.

AA/EOE Statement
This employer does not knowingly discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, disability, or national origin.

Job Revision Information
- Revised: 02/12/20
- Created: 07/30/14