

# Computer Technician III

## Position Details

Class Code: 1557

Job Family: Information Systems

Classification: Support Professional

Terms of Employment: [Pay Grade 58 on the Support Professional Salary Schedule](#)

FLSA STATUS: NON-EXEMPT

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## Position Summary

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

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## Essential Duties and Responsibilities

The 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 II support for other Computer Technicians and Help Desk Analysts.
2. Leads teams in diagnosing client computing hardware/software malfunctions and coordinating/implementing repair activities.
3. Works independently using advanced problem-solving skills/procedures to isolate faults in computers, peripherals, software, and related systems; implements repairs.
4. Assists in troubleshooting data communication/networking related issues, including Wi-Fi and Voiceover Internet Protocol (VoIP); resolves issues and acts as point-of-contact to appropriate parties for service assistance.

5. Researches/develops standard practices for installing, implementing, and configuring client computing hardware/software within an enterprise-scale networked computing environment.
  6. Researches/develops processes for maintaining, troubleshooting, and repairing client computing hardware/software within an enterprise-scale networked computing environment.
  7. Creates reports, presentations, training materials, knowledge documents, and other documentation to support the Clark County School District's technical support knowledge base.
  8. Leads project teams in designing and implementing new technologies/systems.
  9. Participates in developing client computing hardware and software specifications for new client computing related technologies.
  10. Diagnoses complex printer problems; disassembles and repairs printers.
  11. Participates in planning and implementing hardware/software system 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 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**

Researches, analyzes, installs, troubleshoots, operates, and supports 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/configuring peripheral devices such as printers, projectors, etc.
3. Knowledge of Transmission Control Protocol/Internet Protocol (TCP/IP) networking technologies and troubleshooting.

4. Knowledge of current programming languages and operating systems.
  5. Knowledge of relational database systems.
  6. Knowledge of standalone and networked printer configuration/support.
  7. Knowledge of the installation, configuration, troubleshooting, and repair of mobile devices.
  8. Ability to understand, discuss, and explain technical problems with non-technical customers.
  9. Ability to interpret complex technical documentation.
  10. Ability to diagnose high-level client computing technology malfunctions and perform complex repairs.
  11. Ability to create, edit, and maintain technical documentation.
  12. Ability to make technical presentations.
  13. Ability to recognize/report hazards and apply safe work methods.
  14. Possess physical and mental stamina commensurate with the responsibilities of the position.
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## **Position Requirements**

### **Education, Training, and Experience**

1. High school graduation or other equivalent (i.e., General Education Development (GED), foreign equivalency, etc.)
2. Two (2) years' work experience in an Information Technology (IT)-related technical support field, plus four (4) additional years' progressively-detailed experience supporting client computing, software applications, and related technologies, and troubleshooting communications between computers/related systems; or,  
Associate degree (or two (2) years of college) from an accredited college/university in Information Technology (IT)-related field(s), such as Management Information Systems (MIS), Computer Science (CS), Electrical Engineering, etc., and four (4) years' experience as described above.

### **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 duration of assignment.
2. Copy of current driving history (dated within six (6) months from the date printed) issued by the Department of Motor Vehicles (DMV) at time of application or Qualified Selection Pool (QSP) placement and at time of interview prior to final selection.

## **Preferred Qualifications**

1. Industry certification(s) in 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/complex client computing projects and/or supervising teams performing related work.
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## **Document(s) Required at Time of Application**

1. High school transcript or other equivalent (i.e., GED, foreign equivalency, etc.)
  2. Transcript(s) from an accredited college/university, if applicable.
  3. Copy of 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 DMV.
  5. Specific documented evidence of training and experience to satisfy qualifications.
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## **Examples of Assigned Work Areas**

CCSD Technology and Information Systems Services (TISS) Division, air-conditioned/non-air-conditioned school equipment rooms, and travel to/from schools and other District office settings.

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## **Work Environment**

### **Strength**

Sedentary/medium – exert force of 20-50 lbs., occasionally; 10-25 lbs., frequently; up to 10 lbs., constantly.

### **Physical Demand**

Frequent sitting, standing, walking, pushing, pulling, stooping, kneeling, crouching, reaching, handling, and repetitive fine motor activities. Hearing and speech to communicate in person, via video conference and computers, or over the telephone. 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. Vision:

Frequent near acuity, occasional 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 settings with temperatures ranging from mild to moderate 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.

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## **Examples of Equipment/Supplies Used to Perform Tasks**

District-issued/personal vehicles, computers, printers, telephones, fax machines, drills, punch-down tools, digital multi-meters, laser communication devices, data system/communications test equipment, hand/power tools, etc.

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## **AA/EOE Statement**

The Clark County School District is proud to be an equal opportunity employer. The Clark County School District is committed to providing all applicants and employees equal employment opportunities without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, genetics, disability, age, military status, or other characteristics protected by applicable law. Here at Clark County School District, we are a diverse group of people who honor the differences that drive innovative solutions to meet the needs of our students and employees. We believe that through a culture of inclusivity, we have the power to reflect the community we serve.

## **Job Revision Information**

- Revised: 08/09/23
- Created: 07/30/14