



Title:	Technology Technician II
Reports to:	Technology Director
Terms of Employment:	12 months
Salary:	NC State Salary Schedule

NATURE OF WORK

An individual in this class supports and maintains both administrative and instructional computers, software, and networks. This work includes repair of all technology-related equipment. Employee provides on-site assistance in classrooms, media centers, computer labs, and administrative offices. Employee identifies problems and takes appropriate corrective action. Employee installs and upgrades all technology-related equipment in network and stand-alone environments. Typically, this employee will provide first response support from the system level for the maintenance and operation of computers, software, and networks at the building level. Employee may have multiple sites to maintain. Complex problems are referred to Technician III or Network Engineer positions. This position is distinguished from the Technician I by its emphasis on building-level support and more specialized knowledge of computer hardware, software, and computer networks.

ILLUSTRATIVE EXAMPLES OF WORK

Under the supervision of the Technician III or Network Engineer, assists with the installation of hardware, software, and related peripherals.

Ensures the maintenance of all computers, software, and local area networks by monitoring performance.

Installs upgrades to hardware and software.

Makes recommendations to building-level staff regarding upgrades and replacement of technology-related equipment.

Reads and interprets schematics, wiring diagrams, and manuals.

Operates standard and specialized electronics devices in testing and troubleshooting computers and other technology-related equipment.

Attends classes and seminars to enhance knowledge of equipment and operating systems.

KNOWLEDGE, SKILLS AND ABILITIES

Strong knowledge of computers and related technologies.

General knowledge of components of local area networks.

Understanding of mechanical, electronic, and computer principles as applied to the repair and maintenance of computers and peripherals.

Ability to communicate effectively with all levels of technology users.

Ability to establish and maintain effective working relationships.

SUGGESTED TRAINING AND EXPERIENCE

Graduation from a two-year college or technical school with a degree in a related field and eighteen months experience; or an equivalent combination of education and experience. Experience in computer and peripheral troubleshooting.