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

NATURE OF WORK

An individual in this class works as the senior or lead technician at the system level. This employee performs skilled, supervisory, and managerial work in directing the activities of Level I and II Technology Technicians. This work includes repair and maintenance of all technology-related equipment as well as technical support for all technology-related systems. This employee is responsible for maintaining the operation and integrity of local area networks, file servers, and workstations. Through scheduling and assigning technical support staff work tasks, the Technology Technician III supports the Director of Technology and Network Engineer in the design, configuration, and installation of local area networks and file servers.

ILLUSTRATIVE EXAMPLES OF WORK

Works with the technology director and/or network engineers in the development and implementation of all technical aspects of the local technology plan.

Supervises the daily activities of the Level I and II technical support staff.

Assigns, monitors, and evaluates all repair and maintenance work done by the technical support staff to ensure reliability of performance.

Supervises and/or performs the installation of hardware, software and related peripherals.

Assists with the installation of local area networks, file servers, and other related peripherals under the supervision of the network engineer.

Ensures the maintenance of all local area networks by tracking significant problems, monitoring performance, and installing upgrades to hardware and software.

Develops and implements training for technical support staff.

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

KNOWLEDGE, SKILLS AND ABILITIES

Strong knowledge of computers and related technologies.

Strong knowledge of infrastructure requirements and components of local area networks.

Ability to supervise technical support staff.

Ability to communicate effectively with all levels of technology users.

SUGGESTED TRAINING AND EXPERIENCE

An associate's degree in Computer Science or related field, two years' experience in a network environment, supervisory training or experience, or any equivalent combination of training and experience.