



**CLASS TITLE: COMPUTER TECHNICIAN
UNIT 1**

BASIC FUNCTION:

Under the direction of the administrator of the Technology department, support, install, maintain, and repair computer equipment, peripherals, networks, and platforms to prevent service interruption; instruct personnel and provide technical assistance in the operation of computers, peripherals, and related equipment.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Install, maintain and repair PC and Apple computer equipment, as well as other devices and related peripherals; review and prioritize work orders.

Install, configure and assist in the use of various operating systems and software applications; troubleshoot and resolve software and hardware related problems; re-install operating systems and other programs as needed.

Participate in the installation, configuration and maintenance of networks and related equipment; assist schools in the implementation of networks; assist with routers, wiring, ports, cabling, and switches; set up computers and peripheral equipment; utilize diagnostic testing software and equipment to identify causes of networking problems.

Provide instruction to personnel in the operation and care of assigned equipment and software and the use and features of operating systems; assist schools with the selection and installation of software.

Receive, assemble, inspect and test equipment to determine feasibility of repair; assist in ordering and installing replacement parts.

Unlock accounts, reset passwords and assist in other network related activities; provide tier 1 and tier 2 troubleshooting support for internal employees; assist in user data backups.

Consult with vendors, service providers and technical support regarding purchase of parts, status of repairs and software and hardware related questions.

Perform technical support in other technology areas including audio-visual equipment, projectors, document cameras, interactive whiteboard, and related equipment; provide information on proper use of equipment; coordinate support services and schedule and arrange system maintenance and repairs.

Assist in phone configuration programming including voicemail features and menus; build phones and voicemail boxes; maintain voicemail database; test phones to assure proper working condition; participate in managing the phone system.

Maintain inventory of computers and networking equipment; manage the database of systems/network equipment to maintain accurate inventory; maintain records and logs related to assigned activities.

Maintain records of work activities, completion, and time spent per activity.



**CLASS TITLE: COMPUTER TECHNICIAN
UNIT 1**

Coordinate with site administrator/leadership regarding work orders and schedules.

Establish and maintain effective and appropriate work relationships with teachers and students.

OTHER DUTIES:

Assist other departments on special projects as assigned.

Assist network personnel with local and wide area network equipment as requested.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Computer hardware systems, software applications and languages utilized.

Materials, methods, tools, and safety practices used in the operation and repair of computer and network systems.

Record-keeping and organization techniques.

Technical aspects of field of specialty.

Oral and written communication skills.

Laws, rules and regulations related to assigned activities.

Inventory methods and practices.

Proper methods of storing equipment, materials and supplies.

ABILITY TO:

Perform skilled work in the repair, maintenance and installation of a variety of PC and Apple computerized equipment and peripherals.

Provide technical assistance to computer systems users.

Troubleshoot and repair basic system malfunctions and maintain system operation.

Research, analyze and recommend new system software and hardware.

Make routine equipment adjustments and perform routine maintenance.

Communicate effectively both orally and in writing.

Prioritize and schedule work.

Maintain records and prepare reports.

Work cooperatively with others.

Plan and organize work.

Operate a variety of hand and power tools, including testers and meters.

Operate a district/personal vehicle to conduct work.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by college-level course work in computer science or related field and two years experience in the installation, maintenance and repair of computer systems, peripherals and related equipment.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.



**CLASS TITLE: COMPUTER TECHNICIAN
UNIT 1**

WORKING CONDITIONS:

ENVIRONMENT:

Indoor environment.

Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate hand tools, computer keyboards and other assigned equipment.

Reaching overhead, above the shoulders and horizontally.

Climbing ladders and working from heights.

Sitting or standing for extended periods of time.

Lifting, carrying, pushing or pulling moderately heavy objects.

Bending at the waist, kneeling or crouching.

Seeing to perform computer repair duties.

HAZARDS:

Working at heights.

Working in a cramped or restrictive work chamber.