

COMPUTER TECHNICIAN

BASIC FUNCTION:

Under the direction of an assigned supervisor, operate help desk and call center as first level support to district staff. Provide technical assistance to district computer users with widely varying levels of expertise. Operate, adjust and perform minor maintenance on a variety of District computer hardware, software and related peripheral devices.

REPRESENTATIVE DUTIES:

- Provide telephone and on-site assistance to computer users. **E**
- Provide first level application and configuration support to district staff. **E**
- Create and maintain user accounts; adjust network securities as directed. **E**
- Determine how to resolve technical and maintenance difficulties. **E**
- Make service calls, either remotely or in person by traveling to sites. **E**
- Review and update service request database; prioritize as appropriate. **E**
- Document support calls in service request database. **E**
- Operate, adjust, clean and perform minor maintenance on a variety of computers and peripheral equipment; report and arrange for major repairs according to established guidelines. **E**
- Install and configure software and set-up new computers and peripherals. **E**
- Participate in meetings and in-service training programs as assigned. **E**
- Identify when computer software or peripheral devices are in need of repair and coordinate and facilitate the next level support for these repairs. **E**
- Coordinate and schedule with end user for next level support visit. **E**
- Assist the network technicians with the installation, repair, and upgrades of networks. **E**
- Perform related duties as assigned.

KNOWLEDGE OF:

Computer hardware specifications and capabilities.

Operation, adjustment and minor maintenance of computers and peripheral equipment.

Interpersonal skills using patience and tact.

Basic computer terminology.

Installation and use of common computer software packages.

Basic principles of computer networks and operations.

Operating systems and standard diagnostic utilities.

Electronic and physical recordkeeping techniques.

Network user accounts and securities.

ABILITY TO:

Provide a DMV printout dated within 2 months.

Diagnose and repair a variety of personal computers and software.

Operate tools used for computer repair, maintenance and network installation.

Work independently in the absence of supervision.

Communicate clearly and concisely.

Establish and maintain cooperative working relationships with District personnel.

Read campus map and basic schematic or technical specification worksheets.

Understand and follow oral and written instructions.

EDUCATION AND EXPERIENCE:

Graduation from high school supplemented by coursework in computer science technology.

Two years experience in the maintenance and repair of computer systems, peripherals and related equipment.

LICENSES AND OTHER REQUIREMENTS:

Possession of a valid California driver's license.

WORKING CONDITIONS:

District site locations, indoor and repair shop equivalent

School campus environment

Driving a vehicle to conduct work

PHYSICAL ABILITIES:

Pulling, pushing, lifting and carrying personal computer equipment and related objects.

Bending at the waist, kneeling and crouching.

Reaching overhead, above shoulders and horizontally.

Dexterity of hands and fingers to operate personal computer equipment

Seeing to observe and perform phone support and computer tasks.

Repetitive hand and body motions.

Subject to sitting at a desk for extended periods.

HAZARDS:

Electrical power supply and high voltage

Subject to noise and fumes from equipment cleaning and operation.

Working at heights on a ladder or stool.

Low light and cramped working environment

Viewing a computer monitor for long periods of time.

7/1/11

SMJUHSD

Range 22