

COMPUTER NETWORK TECHNICIAN II

BASIC FUNCTION:

Under the direction of the Network Systems Manager, configure, install, maintain, and repair computer equipment and peripherals to prevent service interruption.

REPRESENTATIVE DUTIES:

- Maintain and repair computer equipment and peripherals to prevent service interruption; including monitors, keyboards, disk drives, printers, scanners, CD-ROMs, and others. **E**
- Install and configure software, computers and servers. **E**
- Install, configure and maintain securities on the files stored on the servers. **E**
- Configure and maintain tape backups, and provide security for data stored on the network servers. **E**
- Provide support for end users as well as on site help and training. **E**
- Set up user accounts, configure computers to communicate with the network, develop and maintain logon scripts. **E**
- Install software applications and updates on the local client. **E**
- Clean and perform preventative maintenance on computer equipment. **E**
- Recommend needs for repairs by outside organizations; send equipment as appropriate. **E**
- Utilize a variety of diagnostic software and equipment to determine defects and malfunctions; replace defective components; utilize a wide variety of hand tools. **E**
- Make recommendations regarding computer needs; maintain an adequate supply of parts and repair materials.
- Travel to various sites to repair equipment. **E**
- Review work orders and prioritize as appropriate.
- Assist with the installation, repair, and upgrades of networks. **E**
- Attend classes and workshops to maintain technical expertise and competence.
- Perform related duties as assigned.

KNOWLEDGE OF:

Tools, equipment, practices and methods of cleaning, adjusting, and repairing computer systems, peripherals, and related equipment.

Basic electronic concepts and principles of electronic data processing, computer time-sharing operations and data transmissions.

Computer applications and operating systems to include, but not limited to: Mac OS 7.x, Windows for Workgroups, Windows 95, and Windows NT.

Appropriate safety precautions and procedures.

Record-keeping techniques.

Interpersonal skills using tact, patience, and courtesy.

Technical aspects of field of specialty.

ABILITY TO:

Provide a DMV printout dated within 2 months.

Maintain and repair computer equipment (both MAC and PC) and peripherals to prevent service interruptions of equipment.

Install, replace, maintain and repair various types of computer systems, peripherals and related equipment effectively and efficiently.

Utilize diagnostic software and equipment to determine defects and malfunctions.

Diagnose and understand reasons for system failures.

Prioritize maintenance and repair work, setting and meeting deadlines.

Understand and carry out oral and written directions.

Establish and maintain cooperative and effective working relationships with others.

EDUCATION AND EXPERIENCE:

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

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

Possession of valid California driver's license.

WORKING CONDITIONS:**PHYSICAL ABILITIES:**

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

Vision appropriate to view a computer monitor.

Lifting and carrying moderately heavy equipment.

Bending at the waist, kneeling or crouching to repair equipment.

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SMJUHSD

Range 30