TITLE: **Computer Technician**

QUALIFICATIONS:

1. ~~Has two years college level course work in electronics and two years increasingly responsible experience repairing and servicing computer terminals and data communications equipment~~ Two years college level course work in Computer Science, Information Technology or related fields and two years increasingly responsible experience in computer technical support, **OR**
2. ~~Has five years increasingly responsible experience repairing and servicing computer terminals and data communications equipment~~ High school diploma or G.E.D. and five years increasingly responsible experience in computer technical support
3. Ability to lift, reach, push/pull objects weighing up to fifty (50) pounds
4. Must possess a valid driver’s license
5. ~~Knowledge of computerized and electronic equipment including microcomputers, computer terminals, peripherals and other data communication equipment. Knowledge of methods, equipment and tools used in the skilled repair and servicing of computer equipment~~
6. ~~Knowledge of analog and digital communications equipment and maintenance techniques~~
7. ~~Knowledge of safety practices and precautions used in working with computer equipment~~
8. ~~Knowledge of DOS, and Windows commands and computer operations~~
9. ~~Knowledge of technical aspects of the computer field~~
10. ~~Knowledge of diagnostic techniques and procedures used in computer and electronics repair~~
11. ~~Ability~~ Knowledge of basic record keeping techniques
12. ~~Interpersonal skills using tact, patience and courtesy~~
13. ~~Ability to perform a variety of skilled and technical duties related to the installation, repair, alteration and maintenance of microcomputers, computers, printers, modems~~
14. ~~Ability to install computers and related equipment at District sites~~
15. ~~Ability to maintain records related to work performed~~
16. ~~Ability to establish and maintain cooperative and effective working relationships with others~~
17. ~~Ability to analyze situations accurately and adopt an effective course of action~~
18. ~~Ability to work independently with little direction~~

REPORTS TO: Manager Network Systems

JOB GOAL: Perform a variety of skilled and technical duties related to the ~~installation~~ configuration, repair, alteration and maintenance of ~~microcomputers,~~ computers, printers and other ~~peripheral~~ instructional equipment~~; train District personnel in use of microcomputers and related software operation~~

PERFORMANCE RESPONSIBILITIES:

1. Perform a variety of skilled and technical duties related to the ~~installation~~ configuration, repair, alteration and maintenance of ~~microcomputers,~~ computers, printers and other ~~peripheral~~ instructional equipment; schedule repairs or installations
2. Inspect, isolate and diagnose system malfunctions and determine appropriate repair procedures; replace defective parts and restore equipment to proper operation ~~of equipment~~; ~~analyze and resolve general software malfunctions~~
3. Analyze and resolve general software errors and conflicts
4. ~~Install microcomputer hardware systems and software, including upgrades and enhancements~~
5. Provide assistance, information and technical expertise to faculty, administrators and students regarding the safe and proper operation, care and maintenance of instructional ~~computerized~~ equipment
6. ~~Maintain records of computer and network repairs, materials used, moving and installation activities and work orders; maintain records of maintenance supplies used; maintain an adequate spare parts inventory~~
7. Monitor assigned work orders and complete/update in a timely manner
8. Ability to maintain records and documentation related to work performed
9. Coordinate and work with network team as needed
10. Provide basic troubleshooting for wired and wireless network connectivity
11. Perform related duties as assigned by supervisor

TERMS OF EMPLOYMENT:

* Hourly (Grade 15)
* 8 per day
* 40 per wk.
* 260 days
* 12 months
* Board approved 1-21-99