COMPUTER TECHNICIAN I

OVERALL RESPONSIBILITY

~~Under general supervision, install, maintain, repair and diagnose problems for computer systems, peripherals, and data communication equipment and install and upgrade systems applications software.~~ Under general supervision, work independently to provide comprehensive end-user support serving district staff and students by determining appropriate workstation solutions involving software, hardware, hardware diagnostics, software applications, network, connectivity, telephone and audio/visual equipment problems for all district computer users. Quote, install, configure, customize and test multi-platform hardware and various software applications for district staff and students; provide in-servicing to district staff and students on system operations. Maintain, update and troubleshoot client/server-based applications; utilize internet and server-based software to apply and monitor settings, programs, and operating system updates.

SPECIFIC RESPONSIBILITIES

1. Install technology hardware, including computers, peripherals and networked equipment (i.e., printers, etc.); install software including operating systems and application software as directed, including peripherals (i.e., phones, printers and provide remote hands for switches and WAPS, etc.), and basic trouble shooting of all peripherals. *E*.

2. ~~Troubleshoot problems with computer hardware, operating systems and application software.~~

~~3.~~ 2. Report network problems to appropriate staff personnel.

4. ~~Assist users in using computers, terminals and printers.~~

5. ~~Identify equipment malfunctions and perform repairs.~~

6. ~~Schedule and perform regular routine maintenance on all District computers, peripherals and networked equipment.~~

3. ~~7.~~ Maintain warranty information for all District computer hardware and software.

8. ~~Maintain a log of all hardware serviced, repaired and loaned.~~

9. ~~Maintain a log of all hardware and software installed.~~

10. ~~Assist users in problem determination and solutions on site, remotely and via hotline~~ Help Desk.

11. ~~Order and install replacement parts for District computers, printers and peripherals.~~

4. Aid staff in utilizing computer and software programs, including but not limited to, e-mail, word processing (productivity software), educational and district applications, as well as the proper use of audio-visual, electronic and related peripheral equipment, to include customer in-servicing as needed. *E*

5. Provide one-on-one end-user in-servicing as needed in a variety of technical situations; provide a variety of routine to complex support to instructional and administrative users to assist them in making effective use of multimedia presentation systems, computer hardware, standard and specialized software, peripheral equipment, devices and other technology tools. *E*

6. Perform onsite repairs and maintenance of desktop computers and peripherals; contact computer manufacturer technical support for in-depth triage of computer issues or for shipment of hardware components and/or replacements; coordinate with media services for audio/visual-related computer issues. *E*

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7. Provides basic technical support to enterprise software systems supporting networked computers such as those for system updates, and anti-virus to ensure reliable communication for teacher/student computer, district usage, network, and system operations. *E*

8. Document all user requests including problems and resolutions; monitor progress of work on incoming problems and document resolution of those problems; provide regular reports on completion of solutions to incoming problems (document and track daily work with work order system, calendar, etc. *E*

9. Develop and maintain up-to-date documentation supporting assigned and related areas of responsibility. This includes procedures and steps for equipment setup, help desk questions and answers, and inventory records. *E*

10. Monitor, maintain, prioritize, respond to and resolve technical support requests for software/hardware issues via helpdesk tickets, in person, by phone call/message, remote control, or email; provide users with instruction on areas of network login/logout, passwords, e-mail, drive mappings, desktop icon management administration and instructional applications, MS office, etc. *E*

11. Route helpdesk trouble tickets to appropriate staff as needed, after doing your due diligence in trouble shooting and resolution. *E*

12. Troubleshoot and perform various technical computer and peripheral repair duties, including but not limited to, diagnosing system failures and isolating faulty parts, repairing or replacing parts, and verifying and testing for correct operations. *E*

13. Complete basic network tasks, including but not limited to, operations, moves, adds, changes, fault prediction, trouble detection/correction, path testing, and general maintenance; including monitoring and basic device management/maintenance for WIFI access, and network access. *E*

14. Assist with updates to existing security software on networks and workstations. Test existing systems and personal computers for potential viruses and security problems. *E*

15. Implement protocols for electronic mail systems and accounts. *E*

16. Connect workstations to servers and participate with others to connect with district- wide networks. Set up employee accounts. *E*

17. Test software to ensure compatibility with the current operating environment and to equipment capability. Configure software to communicate with peripherals such as printers, scanners, and projection devices. *E*

~~11.~~ 18. Maintain participation in CA DMV Assessment System/Automatic Pull Program.

~~12.~~ 19. Effectively communicate and maintain cooperative relationships with those contacted during the course of work.

~~13.~~ 20. Perform other related duties as assigned.

SALARY

Classified Unit Salary Schedule

QUALIFICATIONS

   Knowledge/Ability
     Minimum Requirements:
      ~~Knowledge of the operation and limitations of computer systems and related equipment.~~
      ~~Knowledge of computer operating systems, applications software packages and their use.~~
      ~~Ability to perform equipment maintenance and to determine cause of malfunctions and make repairs without supervision.~~

COMPUTER TECHNICIAN I (continued)

Knowledge/Ability (continued)
Minimum Requirements:
Knowledge of methods, practices and techniques for troubleshooting, determining the causes of, and repairing systems, computer hardware problems, device errors and failures i.e. printers, phones, WAP's.
Knowledge of methods, techniques and tools for the installation and configuration of, operating systems, software/hardware and peripherals.
Knowledge of documentation procedures.
Knowledge of research techniques, methods and procedures applicable to the work.
Knowledge of standard help desk functions, policies and procedures.
Ability to conduct effective in-servicing sessions for small and large groups of end users.
Ability to respond calmly, efficiently and creatively to last-minute and emergency equipment needs and malfunction calls from district staff.
Ability to work confidentially.
Ability to train and aid others.
Ability to establish priorities and balance responsibilities for multiple activities to ensure timely, high-quality results.
Ability to obtain accurate and complete information from users to identify their needs and problems and develop responses and solutions.
Ability to work on projects and critical repairs with deadlines and under pressure.
Ability to understand, interpret, explain and apply detailed technical information.
Ability to work with a minimum of supervision.
Ability to install, configure, and troubleshoot networked computer workstations, systems, and programs used by the District in department-specific, education, and general administrative areas
Ability to analyze data and evaluate the needs of users and develop the alternative solutions to problems and needs.
Ability to work with a minimum of supervision.
~~Ability to lift 50 pounds.~~

Experience
Minimum Requirement:
Two (2) or more years' experience in software/hardware/peripheral support, troubleshooting and repairs. ~~computer and related equipment repair experience.~~

Desirable Qualification:
~~Experience with DOS, Windows, Macintosh and network environments.~~ Two (2) or more years progressively responsible experience in the design, development, implementation, troubleshooting and maintenance of enterprise infrastructure systems and technologies.

Education
Minimum Requirements:
High School diploma or General Education Development (GED) Certificate or California High School Proficiency Examination (CHSPE) Certificate.
~~Successful completion of a fundamental computer literacy course.~~
~~Successful completion of an accredited repair course.~~

License
Valid California Driver's License.

Certificate
Minimum Requirement:
Must provide a DMV printout within five (5) work days of offer of employment.

COMPUTER TECHNICIAN I (continued)

QUALIFICATIONS (continued)

Physical Requirements
    With or without the use of aids:
        Sufficient vision to read small print.
        Sufficient depth perception to work on computers and related equipment.
        Sufficient hearing to hear normal and telephone conversations.
        Ability to speak in an understandable voice and with sufficient volume to be heard at a normal conversation distance and on the telephone.
        Sufficient dexterity to manipulate small objects, print or write legibly, or use a computer.
        Sufficient physical ability to sit or stand for prolonged periods of time.
        Sufficient physical ability to reach horizontally and vertically with arms.
        Sufficient physical ability to lift and carry fifty (50) pounds.

REPORTS TO:

~~Director~~ Chief Technology Officer, Information and Educational Technology Services or designee

~~Board Approved: 5/31/05~~

~~Cabinet Approved: 6/12/12~~
~~Unit Approved: 12/12/12~~
Board Approved: 1/14/13