

**COMPUTER TECHNICIAN II****DEFINITION**

Under the direction of the Director of Information Systems or the Educational Technology Coordinator, installs, repairs and maintains a variety of multi-platform computers and peripheral equipment, including desktop/laptop computers, printers, terminals, modems and other hardware and software; provides training and technical assistance and support related to hardware and software to computer users at school and/or District locations; and performs related duties as assigned.

**TYPICAL DUTIES**

Travels to assigned District/school sites/offices to provide technical support and user training and assistance for multi-platform computers throughout the District as assigned; trouble-shoots equipment problems, installs new equipment and upgrades existing hardware and software.

Performs complex and technical repair and maintenance of desktop and laptop computer hardware, software and related equipment, such as laser/inkjet/matrix printers, networks, plotters, pointing devices, scanners, barcode readers, modems, video/disk cards and other accessories.

Installs, configures, tests, upgrades, trouble-shoots, diagnoses, restores, rebuilds, and maintains desktop and laptop computer hardware and software; diagnoses and resolves problems and malfunctions utilizing diagnostic software and equipment; installs and configures terminal emulation applications for County Access connectivity; makes recommendations toward the purchase of new and replacement hardware and software.

Educates users regarding specific hardware/software issues; train users in the specific differences in upgraded hardware/software; instruct users in the basic use of installed software and in areas of network login, logon, passwords and web browsing, e-mail use and other installed software; teaches users to resolve routine/minor hardware and software problems; answers technical questions and diagnoses hardware/software problems face-to-face and by telephone.

Prioritizes and schedules work orders for daily off-site and on-site work; changes schedule as needed to accommodate emergencies or requests from superiors; maintains records of work activities, completion and time spent; organizes and maintains work space; provides progress reports to superiors.

Receives, assembles, inspects and tests equipment to determine feasibility of repair; orders and installs replacement parts or coordinates with appropriate information systems personnel for warranty-covered repair; operates tools and test equipment such as cable testers, volt ohm meter, signal tracer, soldering irons and others.

Communicates with vendors, suppliers, District administrators and personnel concerning parts, equipment and program operation and new technology; maintains records and prepares reports related to equipment inventory, maintenance, installations, warranties and system defects.

Sets up, configures, modifies, formats and tests computer components and software; backs up, restores, archives and optimizes data as needed.

Ensures compliance with safety regulations; follows instructions; schedules and performs work efficiently; responds to emergency requests for equipment repairs; performs related duties as assigned.

Serve as back up to other department personnel as assigned.

**DISTINGUISHING CHARACTERISTICS**

The **Computer Technician II** performs technical and complex work to assemble, install, upgrade, repair and maintain a variety of multi-platform computers and peripheral equipment with minimal supervision and direction. The **Computer Technician I** performs less complicated and technical work to upgrade, configure and maintain a variety of multi-platform computers and peripheral equipment. The **School Computer Technician** organizes and maintains a school computer lab or a school's computers in classrooms, media center and offices and provides technical support related to use

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of computers by students, faculty and staff. This class is distinguished by its instructional support function and by less complex computer repairs and maintenance than the work performed by those assigned as Computer Technician II.

### EMPLOYMENT STANDARDS

**Knowledge:** of DOS/Windows computer applications, operations and peripheral equipment; electronic and electrical theory, principles and practices; methods, tools and procedures used in the installation, repair and maintenance of Macintosh and PC-based computers, local area networks (LAN) and peripheral equipment; methods and procedures for storing equipment, materials and supplies; safety practices and precautions.

**Ability:** to repair, maintain and install a wide variety of Macintosh and PC-based desktop/laptop computers and peripheral equipment; train and provide technical support to users in computer operation, software, stand alone and local area network (LAN) and wide area network (WAN) systems; learn and effectively use software specific to District needs; maintain records and files; schedule and perform work to meet established time lines; respond to emergencies without delay; work independently with minimal supervision; establish and maintain effective and cooperative working relationships with others; communicate effectively with others; perform related duties as assigned.

**Essential Physical Activities and Work Environment:** Work is performed in a computer repair environment or on site at various District or school locations. Sufficient visual acuity to read manuals, see contents on a computer screen and see circuitry inside a computer system; sufficient hearing to comprehend low level beeps from computers; sufficient strength and agility to lift, move, install and maintain computers and peripheral equipment weighing up to 60 pounds. Incumbents are subject to traveling to District sites, noise from equipment, fumes from chemicals, and exposure to high voltage; must operate insured personal vehicle to transport computers, parts, and repair equipment to various District or school locations.

**Mental Functions:** Sufficient ability to solve moderately complex, non-routine problems; read highly technical material.

**Typical Background:** High school diploma or GED and any combination equivalent to two years of formal training or college course work in computer science and three years experience in the repair, maintenance and installation of Macintosh and PC-based computers and peripheral equipment. Experience in cabling installation and repair is desirable.

**Licenses and Certification:** Valid California driver's license. Must possess A+ certification at time of hire. Must obtain MAC certification within probationary period.

**Qualifications:** In order to be considered qualified for a vacancy in this classification, a candidate must possess the required background and successfully demonstrate such background, knowledge, skills and abilities through an examination process.

Marlys Grodt & Associates - February 1990;

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Revised by Marlys Grodt - September 27, 2000. Adopted by the Personnel Commission September 29, 2000

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