

COMPUTER TECHNICIAN I**DEFINITION**

Under the direction of the Director of Information Systems or the Educational Technology Coordinator, under general supervision independently performs a variety of routine maintenance, software installation, data entry, or other computer-related tasks; provides basic-level training, assistance and support related to hardware and software to computer users at school and/or District locations; OR assists higher-level technical employees, under their immediate supervision, in installing, repairing and maintaining a variety of multi-platform computers and peripheral equipment, including desktop/laptop computers, networks, printers, terminals, modems and other hardware and software; and performs other related duties as assigned.

TYPICAL DUTIES**If assigned to work independently:**

Maintains records of work activities, completion and time spent; organizes and maintains work space; provides progress reports to superiors.

Assists users by entering, formatting, restoring, archiving and optimizing data; assist users by performing local backups, routine maintenance of computers, and routine installation of software; tests and catalogs software as requested.

Provides basic training and assistance to users regarding computer operation or specific hardware/software issues; may train users in the specific differences in upgraded hardware/software; instructs users in the basic use of installed software; teaches users to resolve routine/minor hardware and software problems; answers basic computer operation questions and diagnoses basic hardware/software problems face-to-face and by telephone.

If assigned to assist higher-level technical employees:

Assists Computer Technician IIs, Network/Systems Analysts, Consultants or other higher-level technical staff by moving equipment and supplies; assists, as directed, with the installation of cable or equipment, disassembling and assembling computer components, monitoring and testing assigned aspects of major software system installations, and assisting during computer training sessions.

Assists higher-level technical staff in repairing and maintaining 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.

Assists in installing, configuring, testing, upgrading, trouble-shooting, diagnosing, restoring, rebuilding, and maintaining desktop and laptop computer hardware and software.

Assists in receiving, assembling, inspecting and testing equipment to determine feasibility of repair; assists in ordering and installing replacement parts or in coordinating with appropriate information systems personnel for warranty-covered repair.

For either assignment:

Communicates with District administrators and personnel concerning assigned work; suggests new and replacement hardware and software as needed; maintains records and prepares reports as assigned.

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Operates tools and test equipment such as cable testers, volt ohm meter, signal tracer and soldering irons as assigned.

Travels to District or school locations to perform work as required.

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

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

The Computer Technician I performs less complicated and technical work to upgrade, configure and maintain a variety of multi-platform computers and peripheral equipment independently, performs data entry or other functions in support of computer operations or assists higher-level technical staff under immediate supervision.

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 School Computer Technician organizes and maintains a school computer lab or a school's computers in classrooms and the media center and provides technical and instructional support related to use of computers by students and instructional staff. This class is distinguished by its instructional support function and by routine computer maintenance.

EMPLOYMENT STANDARDS

Knowledge of: DOS/Windows computer applications, operations and peripheral equipment; safety practices and precautions.

Ability to: Operate personal computers for common word processing, spreadsheet and database functions; install and test common user software and learn to install more complex applications; perform basic maintenance and minor repair tasks and assist with more complex installations and repairs of a wide variety of Macintosh and PC-based desktop/laptop computers and peripheral equipment; learn to train and provide basic support to users in computer operation, software, stand alone and local area network (LAN) and wide area network (WAN) systems; enter data accurately; read and understand user manuals; communicate orally and in writing with, users in a clear and courteous manner; use good judgment in referring problems to appropriate higher-level staff; enter, format, restore, archive and optimize data; perform local backups, routine maintenance of computers, and routine installation of software; test and catalog software; maintain records and files; schedule and perform work to meet established time lines; respond to emergencies without delay; work under immediate supervision or independently with minimal supervision; establish and maintain effective and cooperative working relationships with others; communicate effectively with others; maintain customer focused attitude.

Essential Physical Activities and Work Environment: Work is performed in a computer repair or office 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,

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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; may be required to operate insured personal vehicle to assist in installing and maintaining computers at various District or school locations.

Mental Functions: Sufficient ability to solve basic, routine problems; read and comprehend technical material.

Typical Background: High school diploma or GED and any combination equivalent to at least six months of training in computer applications, repair, and/or operating systems or networks and at least six months experience in operating computers and performing some computer support tasks.

Licenses and Certification: Valid California driver's license and use of personal automobile.

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.

Approved by the Personnel Commission on June 18, 1998

Revised by Marlys Grodt - October 27, 2000. Revision adopted by the Personnel Commission on 11/16/00

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