

**SCHOOL COMPUTER TECHNICIAN****DEFINITION**

Under the supervision of a site administrator and/or the Director of Information Systems, serves as a technical resource to staff of an assigned, networked school site(s); troubleshoots and diagnoses minor microcomputer and peripheral equipment problems; reports hardware problems to the District office; performs designated minor operational maintenance and repair tasks on peripheral and microcomputer equipment; installs microcomputers, peripherals and standard software packages; maintains curriculum file server applications; provides support to staff in the use of microcomputer hardware/software and basic network operations; and performs other duties as assigned.

The typical duties and employment standards are representative of positions within this classification. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties of the specific position.

**TYPICAL DUTIES**

Troubleshoots and diagnoses minor microcomputer and peripheral equipment problems (e.g. non system boot-up, blank screen, non recognized peripheral, disk error, print failure, etc.) and contacts the IS technical staff at the District office for hardware warranty and/or problem resolution; performs minor and preventive maintenance on peripheral equipment (e.g. ribbon/ink cartridges, batteries, bulbs, etc.) and designated minor repairs and upgrades on microcomputers (e.g. memory, hard drives, CD-ROM, etc). Connects and installs microcomputers and peripherals and installs standard software packages, software for peripherals and upgrades in accordance with defined standards; restores corrupt software and data on workstations. Maintains curriculum file server applications; sets up and revises workgroups and access; enters and removes student and program data into the system to control access (e.g. user passwords, privileges, print queues, etc.); maintains reading and/or testing program databases; and produces reports. Performs system backup, storage and restoration. Maintains, stores, distributes and accounts for inventory of hardware, software and related equipment and materials; facilitates the discarding of obsolete and the receipt of new equipment. As assigned, assist other IS technical staff in the minor repair of microcomputer hardware.

Provides information and instruction to staff regarding the proper use of microcomputer equipment, various software applications and basic network operations (e.g. e-mail, login, applications access, printer choice, etc.) in the school environment. If required, maintains a computer lab in a clean and orderly condition; assures the security of the computer lab; coordinates and develops schedules for classes; monitors student log-in procedures; as needed, provides support to students on how to use specific software such as word processing. Assists school site administration in the evaluation and acquisition of new technology equipment per District guidelines. Follows the District process regarding the distribution and retrieval of authorized use policies. If assigned, creates and/or maintains the school website in accordance with school policy. Attends various meetings and training activities; performs other duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

The **School Computer Technician** serves as a first line technical resource to staff of an assigned networked school site. The **Computer Technician II** performs technical and complex work throughout the district 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 than the Computer Technician II to upgrade, configure and maintain a variety of multi-platform computers and peripheral equipment.

**EMPLOYMENT STANDARDS**

**Knowledge of:** Microcomputer and peripheral equipment operations; basic network operations; minor microcomputer troubleshooting and diagnostic techniques; standard microcomputer software installation processes; standard microcomputer software including word processing, spreadsheet and database applications; adjustment and minor maintenance and repair procedures and techniques of microcomputers and peripheral equipment; basic record-keeping and inventory procedures; the requirements of maintaining a computer lab in a safe, clean and orderly condition; basic adult instructional methods and techniques; the internet and its uses; ethical handling practices for programs and stored information.

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**Ability to:** Troubleshoot and diagnose minor problems on microcomputers and related peripheral equipment; perform designated minor and preventive maintenance and repair tasks on microcomputers and related peripheral equipment; setup and operate microcomputers and related peripheral equipment; install, troubleshoot and operate a variety of standard microcomputer software programs; maintain curriculum file server applications; provide technical support, instruction and information relating to the use of microcomputers, peripheral equipment and standard software applications; work cooperatively with co-workers, site and District staff, students and others; communicate clearly and effectively; understand and follow oral and written directions; maintain records; schedules and performs work to meet established time lines; work independently without direct supervision; be flexible and adjust work to meet changing situations and conditions; coordinate and schedule the use of the instructional computer lab; read, interpret, apply and explain rules, regulations, policies and procedures; be organized, resourceful and creative; keep up with changing technologies.

**Essential Physical Activities and Work Environment:** Sufficient stamina to walk, stand, bend, twist, kneel, crawl and squat to connect, install and troubleshoot microcomputers and peripheral equipment; sufficient stamina to sit at a computer screen for long periods of time; strength and flexibility to grasp, push, pull, lift and carry computer hardware weighing up to 60 pounds; finger dexterity sufficient to write and operate a computer keyboard; vision sufficient to read print/text on computer screens; clarity of speech and sufficient hearing to understand normal telephone and personal conversations; mobility to visit classrooms and other locations on campus throughout the day. Work is performed in primarily indoor environments and is subject to some exposure to dust, electric shock, noise, and confined areas.

**Typical Background:** Any combination of training and experience that demonstrates the knowledge and abilities to perform the typical duties. A usual way to obtain the knowledge and abilities would be graduation from high school or recognized equivalent supplemented by training in use of microcomputers, software and/or network operations and at least six months of work experience in software and hardware maintenance and operations and basic network administration. A+ or Macintosh certification is highly desirable.

**Licenses and/or Certificates:** May be required to obtain A+ or Macintosh certification during the probationary period. Some positions may require possession of a valid California Class C driver's license, and the use of an automobile or proof of an equivalent mode of personnel transportation. May be required to obtain other job-related certificates after appointment.

**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.