Computer Technician

Job specifications are intended to present a descriptive list of the range of duties performed by employees in the classification.

Nature of Work

This position requires the knowledge of a variety of skills and competencies relating to configuring, troubleshooting, repair and maintenance of the District computers and equipment, including desktops, laptops, tablets, projectors, printers, electronic white boards, etc.

Duties will be performed when buildings are occupied and/or unoccupied; therefore the ability to adjust work routines and/or schedule to meet the changing circumstances is required.

Duties and Responsibilities:

➢ Provides technical/help-desk support to users on-site and remotely.

➢ Unpacks, installs, moves, maintains, troubleshoots, and repairs personal computers, equipment, and related peripherals.

➢ Sets up computers and installs application software.

➢ Configures personal computers for network access and installation and operation of network devices such as switches, VoIP telephones, security cameras, and print servers.

➢ Maintains an inventory of computer equipment.

➢ Maintains log and records of computer repairs and technical support requests; strives to reduce response time while maintaining high-quality 'customer' service.

➢ Maintains inventory of repair parts as necessary.

➢ Follows best-practice security policies.

➢ Participates in professional development activities to maintain expertise in current and emerging technologies.

➢ Performs other duties as assigned by the Director of Educational Technology and Informational Systems.

Knowledge, Abilities, and Skills

Extensive Knowledge of:

♦ Windows XP/7/8 and subsequent releases

♦ iOS device configuration and operation

♦ Apple hardware and Mac OS software

♦ Application software typically found in an academic and/or business K-12 setting

Ability to:

♦ Maintain confidentiality

♦ Adjust work schedule to meet changing circumstances per Director of Educational Technology and Informational Systems

Minimum Education, Certification and Training / Experience

❖ Must be of good character.

❖ Must possess a high school diploma or general equivalency diploma (GED).

❖ Keyboarding skills required.

❖ CompTIA A+, Network+, Security+ or equivalent technical certification required.

❖ Apple Certified Macintosh Technician certification (ACMT) required or willing to acquire.