**Computer Technician**

**Employee Name (Print): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Reports To:**  Director of Information Technology **Classification:** Auxiliary

**Dept/Campus:** Information Technology **Paygrade:** IT-2

**Wage/Hr Status:** Nonexempt **Revised:** March 2017

This job description reflects management’s assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned.

**PRIMARY PURPOSE:**

Support and maintain district computer systems, desktops, and peripherals. This includes installing, diagnosing, repairing, maintaining, and upgrading all hardware and equipment while ensuring appropriate network integration. Must also troubleshoot problem areas in a timely and accurate fashion, and provide end user training and assistance where required.

**QUALIFICATIONS:**

**Education/Certification:**

High School Diploma or GED

**Special Knowledge/Skills:**

Valid driver’s license

Ability to use hand and power tools

Ability to diagnose and resolve problems

Ability to follow written and verbal instructions

Ability to work independently

Ability to read blueprints, schematics and written reference material

**Experience:**

One year of work experience installing, maintaining, and repairing computer systems.

**MAJOR RESPONSIBILITIES AND DUTIES:**

1. Install, configure, test, maintain, monitor, and troubleshoot end user workstation hardware and networked peripheral devices; including associated end user workstation software and networking software products.
2. Ensure desktop computers and peripherals have network access.
3. Perform on-site analysis, diagnosis, and resolution of complex PC problems for a variety of end users, and recommend and implement corrective hardware solutions, including off-site repair as needed.
4. Develop and maintain an inventory of all monitors, keyboards, hard drives, modems, printers, scanners, and other peripheral equipment.
5. Monitor and test PC performance and provide PC performance statistics and reports.
6. Monitor print servers to ensure proper driver installation.
7. Assist in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring PC performance.
8. Accurately document instances of hardware failure, repair, installation, and removal.
9. Deliver, install, and maintain district audio/visual equipment.
10. Construct, install, and test customized configurations based on various platforms and operating systems.
11. Conduct research on computer products in support of PC procurement and development efforts. Evaluate and recommend hardware products for purchase.
12. Assist in developing long-term strategies and capacity planning for meeting future computer hardware needs.
13. Support development and implementation of new computer projects and new hardware installations.
14. Meet attendance standards.
15. Follow daily work schedule and makes good use of time.
16. Maintain a neat appearance.
17. Maintain work orders in proper priorities.

**EQUIPMENT USED:**

Computer, audiovisual equipment, calculator, printer, copier, telephone system, security devices

**WORKING CONDITIONS:**

**Mental Demands**

Reading; ability to perform basic arithmetic, ability to communicate effectively (verbal and written),

maintain emotional control under stress, manage others in a non-coercive manner, maintain a clear

focus on customer service

**Physical Demands/Environmental Factors:**

Constantly moves about district facilities and grounds; typically bends, stoops and crouches on a regular basis; frequently lifts, carries or otherwise positions/repositions heavy objects, equipment and supplies; ability to position self and perform work in various areas of the facility including elevated surfaces; prolonged use of computer; frequent interruptions.

Inside, outside, hot and cold conditions, also some conditions that may require safety equipment and protection, work around moving objects or vehicles; work on ladders and scaffolding, exposure to dampness and humidity; slippery or uneven surfaces

The foregoing statements describe the general purpose and responsibilities to this job and are not an exhaustive list of all responsibilities, duties and skills that may be required.

Employee Date

Supervisor Date