

SANTA PAULA UNIFIED SCHOOL DISTRICT

CLASS TITLE: COMPUTER TECHNICIAN

BASIC FUNCTION:

Under the direction of the Director of Technology, provide maintenance and repair services for computer equipment and software; maintain records related to District computer equipment.

REPRESENTATIVE DUTIES

ESSENTIAL DUTIES:

Install, set up, configure, modify and maintain computer hardware, software and peripherals to ensure the smooth running of computer work stations and systems.

Respond to work orders and user requests for service.

Install, upgrade and update computer software and applications as needed.

Install, configure, test, troubleshoot, update, and apply standard PC software images.

Maintain and update software licensing information.

Inspect computer equipment and determine need for higher-level escalation for resolution.

Communicate in order to resolve computer hardware and software malfunctions as needed.

Prepare computer equipment for staff and student use.

Prepare, load, transport and unload new computer equipment for installation at various District sites.

Remove and dispose of or recycle obsolete equipment.

Install, run and update programs and security patches as needed.

Utilize various hand tools, meters and testers; drive a vehicle to conduct work.

Monitor inventory levels of computer supplies and equipment; assist with ordering and maintain adequate inventory levels of supplies.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES

KNOWLEDGE OF:

Practices, procedures and techniques involved in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, peripherals.

Computer hardware systems and software applications utilized by the District, materials, methods and tools used in the operation and repair of computer systems.

Basic principles of computer hardware, peripherals, networked personal computers and related compatible products.

Interfacing of computer equipment.

Repair parts and warranty service procedures.

Computer theory and application and record keeping techniques.

ABILITY TO:

Operate, maintain and repair personal computers and related equipment.

Install and troubleshoot computers and related hardware and software.

Determine nature and scope of repair needs.

Prepare specifications for repair parts needed.

Work independently and in collaboration with others.

Monitor, maintain and ensure security of computer systems.

Address, complete and update work orders as necessary.

Use and operate tools and computer testing equipment.

Maintain a variety of records and files.

Develop and maintain equipment inventory.

Meet schedules and deadlines.

Communicate effectively orally and in writing.

Work effectively and cooperatively with others.

Understand and follow written and oral directions.

EDUCATION AND EXPERIENCE:

Graduation from high school or its equivalent supplemented by college level course work in computer science or related field and some experience involving the installation, maintenance and repair of computer hardware, software and peripherals.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS**ENVIRONMENT:**

Indoor environment.

Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.

Hearing and speaking to exchange information in person and on the telephone.

Ability to see to read a variety of materials and view a computer monitor.

Sitting or standing for extended periods of time.

Lifting, carrying, pushing or pulling moderately heavy objects.

Bending at the waist, kneeling or crouching.

Reaching overhead, above the shoulders and horizontally.

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