JOB TITLE:

Computer Services Technician

QUALIFICATIONS:

- Associates degree in Computer Science or related field, or high school graduate with equivalent work experience.
- COMPTIA A+ preferred. If not currently A+ certified, then will be required to obtain within 3 months of employment.
- Minimum of two (2) years experience with personal computers, peripherals, windows operating systems and various applications.
- Experience in maintenance and repair of personal computers and other electronic equipment.
- Ability to communicate well with professional and support staff members.
- Ability to use word processing and spreadsheet application programs.
- Ability to read and understand technical manuals, procedural documentation, and OEM guides.
- Ability to conduct research into PC issues and products as required.
- Able to travel up to 4 miles between campuses.
- Able to climb ladders.

REPORTS TO:

Director of Technology

JOB GOAL: to support and maintain in-house computer systems, desktops, and peripherals, which includes installing, diagnosing, repairing, maintaining, and upgrading all hardware and equipment while ensuring optimal workstation performance.; to troubleshoot problem areas in a timely and accurate fashion: and to provide end user training and assistance where required.

PERFORMANCE RESPONSIBILITIES:

- Provide maintenance, installation, upgrades, relocation and repairs of computer hardware and software.
- Answer routine questions and assists in solving problems related to the operation of personal computers, networks, software, and peripherals.
- Use helpdesk system to maintain accurate records of user requests, work completed solutions and time spent.
- Perform as backup to other technicians within the district when required.
- Assist with maintaining appropriate licensing for all hardware and software used.
- Provide maintenance and installation of network components including but not restricted to the following:
    - Servers/Switches/Ports in IDF & MDF

- Printers/Copiers
- Network wiring of category 5e/6 cable and fiber-optics and call appropriate vendors for proper solutions and repairs
- Trouble shooting WAN issues between all buildings.

- Other duties as assigned by the Director of Technology.

TERM OF EMPLOYMENT: Twelve (12) months