Job Title: Technology - Computer Technician 1   **Pay Grade:** Information Technology - 1

Reports to: Chief Technology Officer   **Revised:** 1/25/2024

Dept./School: Technology

Primary Purpose:

Perform tasks and activities related to the operation, installation, and maintenance of hardware, network equipment, software, and applications throughout the district. Perform on-site technical work to install and maintain computer equipment and network and software applications throughout the district. Respond to work order requests by diagnosing and repairing network, equipment, and computer hardware.

Qualifications:

Education/Certification:
- High School Diploma or GED
- 2 year Associate degree or working toward an Associate degree in computer-related field or equivalent work experience (preferred, but not required)
- Clear and valid driver's license
- COMP TIA A+certification
- Apple certified iOS Technician (ACT)

Special Knowledge/Skills:
- Working knowledge of technology workstation setup
- Working knowledge of technology components
- Ability to work with multiple operating systems and network protocols
- Ability to maintain and repair technology workstations
- Ability to maintain and repair technology peripherals
- Ability to utilize technical aides to diagnose computer problems
- Effective organizational, communication, and interpersonal skills
- Self-starter and the ability to work well with others

Experience:
- 2+ years of work experience installing, maintaining, and repairing or similar experience (preferred, but not required)

Major Responsibilities and Duties:
Computer Technician I – Basic
- Installation, repair of desktops, laptops, iPads, Chromebooks with minimal support and mentored support with other district equipment/software/programs. Minimal troubleshooting of device issues and participating in on-the-job training while gaining required certifications.

Computer Technician II - Intermediate
- Installation, repair of desktops, laptops, iPads, Chromebooks and proficient with and installing other common district equipment such as projectors, Promethean boards/displays, cabling, UPS, while monitoring network equipment and support district

  software/programs. Lead installer/repair for common district equipment and projects. Advanced troubleshooting of device/software issues; Possesses all district required certifications and is a mentor for entry-level technicians.

Computer Technician III – Experienced
- All skills and expectations of level II as well as advanced troubleshooting and support for specialized district equipment, software and programs. Directly contacts external vendors for support and have

received specialized training to support their area of assignment. Expected to be on-call when issues arise within their area of expertise and could occur outside of regular business hours.

Technical Support

- Install, configure, maintain, and upgrade technology equipment and software throughout the district. Remove old equipment and perform data migration as needed.
- Install, maintain, troubleshoot, and repair technology equipment. Monitor and maintain equipment for optimal performance and recommend improvements as needed.
- Install, configure, maintain, and upgrade computers and peripherals, network cabling, and network peripherals throughout the district. Relocate computer hardware, peripherals, and equipment as needed.
- Diagnose and repair safety and security network connectivity and hardware issues.
- Provide technical assistance to users of computers, instructional equipment, software, and the safety and security systems.
- Maintain accurate records of time and materials required to perform repairs and service.
- Maintain accurate inventory of hardware, software, and other equipment and material.
- Service equipment according to established preventive maintenance schedule. Maintain accurate updated records of preventive maintenance.
- Identify, request, and control the inventory of repair parts.
- Compile, maintain, and file all physical and computerized reports, records and other documents.
- Comply with policies established by federal and state laws, State Board of Educator Certification rule, and local board policy. Comply with all district and campus routines and regulations.
- Respond to after-hours emergencies as needed.
- Good driving record.
- Other duties as assigned.

Supervisory Responsibilities: None

Misc. Information:

Mental Demands/Physical Demands/Environmental Factors:

- **Tools/Equipment Used:** Hand tools and test instruments for electronic repairs and cable installations; personal computers and peripherals; small truck or van
- **Posture:** Prolonged sitting and standing; regular kneeling, squatting, bending, stooping, pushing, pulling, and twisting
- **Motion:** Repetitive hand motion; frequent keyboarding and use of mouse; regular walking, grasping, squeezing, wrist flexion/extension, reaching; regular climbing of ladders
-

- **Lifting:** Moderate lifting and carrying (up to 44 pounds); occasional heavy lifting (45 pounds and over)
- **Environment:** Exposure to electrical hazards; occasional prolonged and irregular hours; frequent districtwide travel; May be required to be on-call 24 hours a day
- **Mental Demands**: Work with frequent interruptions; maintain emotional control under stress

Wage/Hour Status: Hourly

Pay Grade: Information Technology - 1

This document describes the general purpose and responsibilities assigned to this job and is not an exhaustive list of all duties that may be assigned or skills that may be required.