Position Description
Computer Technician

Salary Level: Secretarial Contract
Contract/Benefits: Secretarial Contract
Prepared Date: October 7, 2020
Revised by: Takecia Saylor – Assistant to the Superintendent - Technology
Department or Area: Information Technology
Approved By: Anthony Pidgeon, Executive Director Human Resources
Reports To: Assistant to the Superintendent - Technology

Qualifications:
1. Associates degree in Computer Science or related field or comparable experience.
2. In depth, hands-on knowledge of:
   a) Windows 7 / Mac OS 10.6 / and the latest Apple iOS;
   b) Software including Microsoft Office (Word, Excel, PowerPoint, Access, Outlook) and other educational software packages;
4. Minimum two years supporting PC workstations, software and peripherals in an academic local and wide area network environment; providing PC hardware and software troubleshooting and problem resolution; and working with faculty and administrators.
5. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
6. Such alternatives to the above qualifications as the Board may find appropriate and acceptable.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Summary:
To serve as a technical resource for the installation, configuration, maintenance, and support of School District’s computer workstations, software and associated peripherals.

Essential Duties and Responsibilities:
1. Ensure workstation and software operability and workstation network connectivity.
2. Install, configure and maintain user workstations, software and associated peripherals.
3. Perform workstation problem determination and resolution.
4. Install and configure workstations and all approved software.
5. Maintains all warranties and maintenance contracts associated with workstations, non-networked software and peripherals.
6. Implement workstation and software security.
7. Maintain an accurate inventory of all workstations, peripherals and non-networked software.
8. Maintain District workstation hardware and software standards as set forth in the District’s technology plan.
9. Ensure that non-networked software licensing provisions are strictly observed.
10. Maintain a cooperative working relationship with the members of the Information Technology staff and the District community.
11. Communicate effectively.
12. Perform other tasks and assumes other responsibilities as assigned.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Interpersonal Skills

Meets commitments made to employees; Focuses on resolving conflict; Maintains confidentiality; Listens to others without interrupting; Shows reasonable control of personal emotions; Exhibits objectivity and openness to the views of others; Speaks clearly and persuasively in positive or negative situations; Listens and solicits clarification; Responds appropriately to questions; Contributes to building positive morale; Puts success of team above own interests and recognition.

Leadership Skills

Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results; Exhibits confidence in self and others; Accepts feedback from others; Gives appropriate recognition to others; Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness; Observes safety and security procedures when appropriate; Identifies and resolves problems in a timely manner; Gathers and analyzes facts in problem-solving; Develops alternative solutions; Works well in group problem-solving situations; Uses reason even when dealing with emotional topics.

Organizational Skills

Works within approved budget; Conserves district/school resources; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Follows policies and procedures.

Personal Competencies

Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions; Treats people with respect; Keeps commitments; Inspires the trust of others; Works ethically and with integrity; Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect regardless of their status or position; Accepts responsibility for own actions; Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Monitors own work to ensure quality; Takes responsibility for own actions; Completes tasks on time or notifies appropriate person with an alternate plan; Is consistently at work and on time; Ensures work responsibilities are
covered when absent; Arrives at meetings and appointments on time.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

While performing the duties of this job, the specialist is regularly required to talk or hear. Specifically, the specialist must be capable of hearing forty (40) decibel loss maximum. Specific vision requirements include seeing with acuity of twenty (20) inches or less and far acuity of at least twenty (20) feet with normal depth perception, field of vision and accommodation. The specialist is required to use hands to fingers or handle documents, telephone, etc. The employee is required to stand and walk for sustained periods of time throughout the district and climb stairs. The employee must be capable of receiving oral communication and/or conveying details and/or important instructions to employees accurately and quickly, using good judgment.

**Evaluation**

The person filling this position will be evaluated according to the evaluation procedure adopted by the Allentown School District.

Reviewed and read by: ___________________________ Date: ________________

*Individual serving in this position*