



Title:

Computer Technician II

Reports To:

Executive Director of Technology

Department:

Technology

Status:

Nonexempt

Terms:

226

Pay Grade:

TE 02

Primary Purpose:

Perform on-site technical work to install and maintain computer equipment and network and software applications throughout the district with limited supervision. Respond to work order requests by diagnosing and repairing network and computer hardware. Must have strong customer service skills. Maintain accurate records of time and materials required to perform repairs and service. Keep abreast of current and upcoming technology and standards to enhance operations. Respond to after-hour emergencies as needed. Provide next level technical support to Computer Technician I.

Qualifications:

Education/Certification:

High school diploma or GED

Clear and valid driver's license

At least 2 years of full-time experience supporting end users

CompTIA A+ willing to obtain within 6 months of hire

Special Knowledge/Skills:

Knowledge of computer workstation setup (*Windows 10, Server 2016/2019, Chrome OS, and iOS*)

Knowledge of computer hardware and software applications

Ability to install, maintain, and repair computers and peripherals

Ability to install and maintain network cables and hardware

Ability to diagnose problems and perform repairs

Major Responsibilities and Duties:

Technical Support

1. Install, configure, maintain, and upgrade computers and peripherals, Chrome devices, network cabling, and network peripherals throughout the district. Relocate computer hardware, peripherals, and equipment as needed.
2. Provide technical assistance to users of computers, Chrome devices, iOS devices.
3. Install and configure application and operating system software and upgrades.
4. Assist with the installation, maintenance, troubleshooting, and repair of data communication equipment.
5. Assist with the organization and distribution of technology-based material for classroom use.



Equipment Repair and Maintenance

6. Diagnose and repair network connectivity and hardware issues using industry standard tools.
7. Remove old equipment and perform data migration to new machines.
8. Maintain accurate records of time and materials required to perform repairs and service.

Other

9. Work with Network Specialist to maintain district network/server infrastructure.
10. Be next level support for Computer Tech I
11. Comply with policies established by federal and state law, State Board of Education rule, and local board policy.
12. Comply with all district and campus routines and regulations.
13. Follow district safety protocols and emergency procedures.
14. Demonstrate leadership skills and advanced technical skills through project management and Tier II support.

Supervisory Responsibilities:

None.

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; may climb ladders, must be able to work at heights above ground level on ladder or lift.

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 district wide travel; May be required to be on-call 24 hours a day.

Mental Demands: Work with frequent interruptions; maintain emotional control under stress

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



Signature

Printed Name

Date