



LIBERTY HILL ISD

Office of Human Resources

Job Description: Computer Technician

Job Title: Computer Technician

FLSA: Non-Exempt

Reports to: Executive Director of Technology

Funding Source: Local

Dept/Campus: Technology

Pay Grade: 407

Date Revised: December 2023

Calendar: 240

PROFILE OF A LIBERTY HILL ISD EDUCATOR

Liberty Hill Educators are compassionate leaders, effective collaborators, adaptable thinkers, determined problem-solvers, and skilled communicators.

PRIMARY PURPOSE

Provide technical support and assistance to school sites and district staff in the use of the district's endpoint devices, peripherals, software applications, and other technologies. Provide onsite technical work to install and maintain computer equipment and other technologies and escalate to appropriate team members as needed. Assist in developing and delivering instructional technology support and training materials for district end users.

QUALIFICATIONS

Education/Certification

- High school diploma or GED required. Bachelor's degree in related fields preferred.

Knowledge/Skills/Abilities

- Clear and concise oral and written communication skills; analytical, organizational, and prioritization skills; flexibility and adaptability in dealing with rapidly changing priorities and demands.
- Ability to install, maintain and repair computers and peripherals.
- Ability to install and maintain network cables and related equipment.
- Ability to diagnose problems and perform repairs of audio/visual equipment and other technologies used in a classroom setting.
- Ability to communicate technical information to technical and non-technical personnel.
- Ability to deliver high-quality customer service in a timely and professional manner.
- Ability to work a flexible work schedule.

Experience



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- Three (3) years of related experience.

Technical Support

- Respond to incidents and service requests on the phone, via email, in person, or through remote access.
- Offer technical assistance on the delivery, configuration, set up, maintenance, and troubleshooting of computer systems, hardware, and software.
- Install, configure, maintain, and upgrade computers and peripherals, network cabling, and network peripherals throughout the district. Relocate computer hardware, peripherals, and equipment as needed.
- Provide instructional technology assistance to teachers and staff.
- Assist with the installation, maintenance, troubleshooting, and repair of data communications circuits and equipment.
- Diagnose and repair network connectivity and hardware issues, including printers, terminals, and personal computers.
- Remove old equipment and perform data migration to new machines.
- Service equipment according to established preventive maintenance schedule. Maintain accurate updated records of preventive maintenance.
- Maintain accurate records of time and materials required to perform repairs and service.
- Maintain accurate inventory of hardware, software, and other equipment and material at assigned site(s).
- Identify, request, and control the inventory of repair parts.
- Document customer interactions in the help desk system and contribute to the knowledge base as needed.
- Train end users on how to use existing and new hardware and software.
- Coordinate departmental activities with other District offices and administrators and provide assistance to requesting departments.
- Comply with policies established by federal and state law, 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.
- Perform other duties as assigned.

Customer Service

- Promote a culture of high performance and continuous improvement by delivering quality services and making a commitment to excellence.
- Receive customer requests via email, phone and help desk and work cooperatively to assist end-users to resolve problems and use software and hardware.
- Communicate with software and hardware vendors and service providers to resolve end-user problems.



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- Communicate with other Technology Department members to detect and resolve end-user problems with district applications and databases.
- Analyze and identify trends in issue reporting and devise preventative solutions.

Professional Growth and Development

- Attend staff meetings and participate in conferences and other training to enhance job performance.
- Seek out professional development opportunities and maintain professional licensure and certifications.
- Promote the district's interest in increasing student achievement by working with the educational interests of students in mind at all times.
- Maintain positive communication with colleagues, community members, parents, and students to promote an increase in community engagement in education.

MENTAL/PHYSICAL & ENVIRONMENTAL DEMANDS

- Tools/Equipment Used: Standard office equipment including personal computer (PC), peripherals and video/instructional equipment; hand tools and test instruments for electronic repairs and cable installations.
- Posture: Prolonged sitting; occasional bending/stooping, pushing/pulling, and twisting
- Motion: Repetitive hand motion; frequent keyboarding and use of mouse; occasional reaching.
- Lifting: Moderate lifting and carrying (up to 45 pounds); occasional heavy lifting (over 45 pounds).
- Environment: Work schedule extends to evening and weekends, occasionally; frequent district-wide travel to multiple campuses required.
- Mental Demands: Work with frequent interruptions; maintain emotional control under stress.

The essential functions, pursuant to the Americans with Disabilities Act, may include the characteristic duties, responsibilities, knowledge, skills, and abilities noted herein; however, this is not a comprehensive listing of all functions and tasks performed by positions found in this description.

Employee Name (printed): _____

Employee Signature: _____ Date: _____