

JOB TITLE: Computer Technician

STATUS: Nonexempt

REPORTS TO: Helpdesk Administrator

TERMS: 226 Days

DEPARTMENT: Technology

PAY GRADE: MT-6

PRIMARY PURPOSE:

Perform on-site technical work to install and maintain computer systems, network equipment, software applications and all related technology equipment throughout the district. Respond to service ticket requests by diagnosing and repairing network and computer hardware and software. Provide technical support to users (employees, students, guests, etc.).

QUALIFICATIONS:

Education:

High school diploma or GED

Certificates as determined by the District including a valid Texas Driver License

Special Knowledge/Skills:

Works well with others from diverse backgrounds. Focuses on solving conflict; maintaining confidentiality; listening to others without interrupting; keeping emotions under control; remaining open to others' ideas and contributing to building a positive team spirit. Experience training end-users and staff.

Ability to communicate fluently, verbally and in writing in English. Ability to respond to common inquiries or complaints from students, parents, staff, regulatory agencies or members of the community. Ability to effectively present information to directors, administrators and the Superintendent. Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write reports and business correspondence. Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to compute rate, ratio and percent and to draw and interpret bar graphs. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form. Proficiency in the usage of accounting, database software, internet software, e-mail and word processing software. Ability to proficiently use the following programs strongly preferred: MS Word, MS PowerPoint, Publisher and Excel. Ability to type accurately and proficiently. Basic network troubleshooting. Ability to repair technology equipment. Working knowledge of Windows XP and Windows 7. Ability to diagnose problems in both computer hardware and software. Ability to appropriately communicate with staff at all levels. Ability to exercise good judgment and work in an environment with frequent interruptions and competing priorities.

Experience:

Five (5) years' technology experience, preferably in a customer service environment (preferred)

Knowledge of PC repair (A+ Certification preferred)

Such additions and alternatives to the above qualifications as the Board of Trustees may find appropriate and acceptable.

WORKING CONDITIONS:

Mental Demands/Physical Demands/Environmental Factors:

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to walk; sit; use hands for fine manipulation, handle or feel and reach with hands and arms using a keyboard and video display terminal. The employee is occasionally required to stand and stoop, kneel, crouch or crawl and climb stairs. The employee must maintain emotional control under stress, and occasionally work prolonged and/or irregular hours. Frequent district-wide travel is also required. The employee must regularly lift and/or move up to 35 pounds and occasionally up to 50 pounds. Specific vision abilities required by this job include close vision. The work environment is a standard office setting including standard office equipment (fax, copier, phone, computer, 10-key, etc.). The noise level in the work environment is usually low to moderate.

SUPERVISES:

This position will not directly supervise any employees. All school employees have some responsibility for supervising students and assisting in maintaining a safe environment.

MAJOR RESPONSIBILITIES AND DUTIES:

1. Install, maintain and upgrade computers and related technology equipment throughout district.
2. Exceptional customer service.
3. Respond to technology service requests in a timely manner.
4. Recommend improvements and updates to existing technology equipment.
5. Observe and report equipment performance deficiencies, perform equipment repairs, and suggest alternate hardware devices.
6. Install software as directed.
7. Provide technical assistance to faculty and staff for the use of technology equipment.
8. Perform preventive maintenance and servicing of technology equipment.
9. Verify that computer and network equipment is in proper operating condition and report malfunctions to the supervisor.
10. Maintain accurate records of time, parts, materials and duties performed in the repair and service of district equipment.
11. Make recommendations for the purchase and use of computer hardware and software.
12. Assist in preparation and verification of district hardware and software inventory.
13. Strong understanding of the organization's goals and objectives.
14. Maintain confidentiality of information.

15. Meet regular and predictable attendance requirements.
16. Observe all safety rules and keep work area clean and orderly at all times.
17. Perform other task and responsibilities as assigned by the supervisor or the Director of Technology.
18. Comply with policies established by federal and state law, State Board of Education rule, and local board policy.

EVALUATION:

Performance will be evaluated annually in accordance with provisions of the Board's policy on evaluation of auxiliary personnel. Work is evaluated by the smooth functioning of the assigned work responsibilities, accuracy, and timely completion of assignments.

The above statements are intended to describe major job functions of this position and are not intended to represent an exhaustive list of all responsibilities, duties, and skills required. The Superintendent or designee may assign additional duties when deemed appropriate.

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

I have read and understand the responsibilities and duties required for this position as outlined above. I understand the duties and can perform all essential job functions listed above.

Printed Name

Signature

Date