

TITLE:	Computer Technician	STATUS:	Non-Exempt/At-Will
REPORTS TO:	Technology Customer Service Manager	TERMS:	223 Days
DEPARTMENT:	Technology	PAY GRADE:	PT7

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/Certification:

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

Special Knowledge/Skills:

Ability to communicate fluently in English, both verbally and written form
 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 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
 Ability to proficiently use standard office programs including: MS Word, MS PowerPoint, Excel, Google Docs, Sheets, and Slides
 Ability to type accurately and proficiently
 Ability to repair technology equipment
 Ability to diagnose problems in both computer hardware and software
 Ability to exercise good judgment and work in an environment with frequent interruptions and competing priorities.
 Working knowledge of Windows 10 operating system

Experience:

Three years' technology experience, preferably in a customer service environment (preferred).
 Knowledge of PC and Chromebook 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 and hear. The employee is frequently required to walk, sit, and use hands for fine manipulation. Frequent walking, standing, climbing (stairs and ladders), stooping, bending, kneeling, reaching, and carrying while lifting up to 50 lbs and 25 lbs overhead is required. The employee must maintain emotional control under stress, and occasionally work prolonged and/or irregular hours. Frequent district-wide travel is also required. Specific vision abilities required by this job include



close vision. The work environment is mostly a standard office setting including standard office equipment (copier, phone, computer, etc.). The noise level in the work environment is usually low to moderate.

Essential Functions:

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. Observe and report equipment performance deficiencies and perform equipment repairs
5. Install software as directed
6. Provide technical assistance to staff and students for the use of technology equipment
7. Perform preventive maintenance and servicing of technology equipment
8. Verify that computer and network equipment is in proper operating condition and report malfunctions in a timely manner
9. Maintain accurate records of time, parts, materials and duties performed in the repair and service of district equipment
10. Assist in preparation and verification of district hardware and software inventory
11. Strong understanding of the district's and department's goals and objectives
12. Maintain confidentiality of information
13. Meet regular and predictable attendance requirements
14. Observe all safety rules and keep work area clean and orderly at all times
15. Perform other task and responsibilities as assigned by the supervisor or the Director of Technology
16. Comply with policies established by federal and state law, State Board of Education rule, and local board policy

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.

Special funding: If my position is funded by grants, federal funding, or other special funding, I understand that my employment is expressly conditioned on the availability of full funding for the position. If full funding becomes unavailable my employment is subject to termination or nonrenewal, as applicable. I understand this job description is supported by a single cost objective, even though funding could be split among multiple sources.

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.

Signature

Printed Name

Date