

COMPUTER TECHNICIAN STANDARD POSITION DESCRIPTION

Position Title: Computer Technician

Bargaining Unit: SCEA

Reports to: Network Manager

FLSA Status: Non-Exempt

This is a standard position description to be used for positions with similar duties, responsibilities, classification and compensation. Employees assigned to the position description may or may not perform all of the essential functions indicated in this position description.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Part I: Position Summary:

Provides technical assistance to computer users, and answering questions or resolving computer problems for customers in person, via telephone or from remote locations. Technical assistance may include support for the use of computer hardware and software, including printing, installation, email and operating systems. Technician conducts routine maintenance on desktop and laptop computers and other peripheral equipment.

Part II: Supervision and Controls over the Work:

The Computer Technician works under the supervision of the Network Manager and/or administrator, who assigns specific responsibilities, provides policy and procedural direction and guidance, and who is available in more difficult situations and emergencies.

Part III: Major Duties and Responsibilities:

Duties may include, but are not limited to the following:

- Responsible for diagnosing and resolving IT related problems using the district's help desk system.
- Escalates problems to the IT manager or IT lead as appropriate.
- Configure, troubleshoot, and repair Windows desktops and laptops.
- Install and configure desktop hardware, software, and peripherals.
- Troubleshoot and repair classroom technologies.
- Setup, troubleshoot, and repair Chromebooks and Apple devices.
- Configure and troubleshoot printers.
- Set up equipment for employee use, performing or ensuring proper installation of cables, operation systems, or appropriate software.
- Maintain and update technology asset inventory.
- Perform other duties as assigned.

Part IV: Minimum Qualifications:

- Associate degree in computer science field or 2 years directly related experience as a computer technician.
- Valid Washington State driver's license.
- Ability to organize, set priorities, meet deadlines, attend to detail, and follow through on a variety of assigned tasks.
- Ability to positively interact and communicate with students, parents, staff, and community members, personally and through electronic communications, in a warm and confident manner.

- Ability to work with minimal direction and supervision.
- Must have strong time management skills; sound judgment and decision making capabilities are essential.
- Ability to work effectively in an environment with frequent interruptions requiring the ability to concentrate and consistently produce accurate work while responding to interruptions and changing priorities.
- Ability and willingness to upgrade skills to maintain the highest level of efficiency and high quality work.
- Ability to lift objects weighing up to 50 pounds.

Part V: Desired Qualifications:

- Successful training or experience in Chromebook management via Google Admin.
- Successful training or experience in an Active Directory environment.
- Bilingual skills
- Experience working in a school environment

Part VI: Physical and Environmental Requirements of the Position:

The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The employee, at times, will be confined to a work area; required to have precise control of fingers and hand movements; may experience constant interruptions and flexible deadlines; must be able to crouch, crawl, bend, kneel, and lift/move objects such as boxes, computers and monitors etc. The noise level in the work environment is acceptable to this particular position and can vary depending upon daily activity but will remain within acceptable ranges. Job entails daily operation of a district owned vehicle, traveling from building to building.