



EAST SAN GABRIEL VALLEY REGIONAL OCCUPATIONAL PROGRAM AND TECHNICAL CENTER

1501 West Del Norte Street, West Covina, CA 917990 •(626) 962-5080 •Fax (626) 472-5125

COMPUTER TECHNICIAN

DEFINITION

Under the direction and supervision of the Director of Technology, perform skilled work in maintaining and troubleshooting computers and peripherals, as well as, maintain a program of preventive maintenance on computers and peripherals.

EXAMPLES OF DUTIES

1. Install, configure, diagnose, and maintain computer hardware and software.
2. Install and test new software.
3. Install new and/or replacement hardware.
4. Troubleshoot software and hardware problems, identified by users.
5. Assist with basic repairs by replacing defective electronic or mechanical components, reassembling, and checking equipment for correct operation.
6. Respond, prioritize, and complete technology work order requests and/or service requests, and provide recordkeeping logs and/or reports.
7. Answer questions about computer equipment and network operations.
8. Configure and reformat systems.
9. Operate a variety of instructional equipment, including computer terminals, printers, and scanners.
10. Maintain computer lab in a safe, clean and orderly condition.
11. Maintain confidentiality of all data on computers.
12. Repair cabling systems using wire cutters, crimpers, punch down tool, and other tools.
13. Replace cables and connections.
14. Instruct users in the use of programs and systems, and/or the basic care and operation of computers, monitors, printers, keyboards, and other related peripherals.
15. Install, repair, maintain, overhaul, and adjust a wide variety of stand-alone and network technology tools, such as, computer hardware, software and peripherals, telephone, classroom technologies, and related equipment.
16. Provide on-site and remote customer support to maintain efficient operations of technology operations throughout the district.
17. Provide training and instruction to faculty and staff to ensure proper use of technologies, as needed.
18. Detect and repair or remove viruses, adware, spyware and other malicious software, using anti-virus and spyware removal software, as well as, other standard methods of removal.
19. Perform preventive maintenance on assigned equipment, assuring that school-site educational priorities will not be interrupted.
20. Prioritize emergency calls.
21. Operate electronic testing and measuring devices, in diagnosing malfunctions of computer equipment and peripherals.
22. Use precision and power-hand tools.
23. Perform exact and precise work in the installation, repair, maintenance, overhaul and adjustment of computer equipment and peripherals.
24. Respond to Help Desk Tickets.

25. Travel and work at multiple district sites on a regular basis.
26. Perform related administrative support duties, such as, maintaining records and preparing reports on work completed.
27. Assist in maintaining equipment and property records.
28. Assist with special projects, as requested.
29. Train users on software and hardware.
30. Maintain accounts and reset passwords for Google Apps and/or E-mail accounts.
31. Maintain and support student and staff accounts on Windows server 2003 – 2008.
32. Use system imaging software.
33. Maintain technology bin inventory.
34. Create relocation forms and inventory lists for the technology department.
35. Perform related duties as assigned.

QUALIFICATIONS

1. Basic computer and network terminology and operations for both PC and Macintosh platforms.
2. Basic knowledge of computer networking systems, Mac OS, and TCP/IP networks.
3. Experience in managing Microsoft Server 2008 – 2012R2 Local Area Networks, in a multi-platform environment.
4. Familiarity with common application programs and software installation procedures.
5. Skill and/or ability to troubleshoot and solve hardware or software problems.
6. Basic safety regulations and practices applicable to electrical and electronic equipment.
7. Basic installation and use of common computer software packages, printers, scanners, CD-ROM drives and monitors.
8. Basic Internet applications.

KNOWLEDGE OF

1. Basic computer construction and network operations.
2. Software support for software, such as, MS Office Suite, and Microsoft Windows/Vista/7/10 operating systems.
3. PC hardware, software and peripherals in a Windows environment.
4. Record keeping and report preparation techniques.
5. Proper transporting of systems for installation or repair.
6. Materials, methods and tools, used in the operation and repair of a variety of computer, alarm, and phone systems.
7. Tools, equipment, practices and methods of diagnostics, installation, adjusting and repairing computer systems, peripherals, and classroom technologies.
8. General components and capabilities of network switches, routers, servers and cabling.
9. Network operations, including hardware and software.
10. System procedures and terminology.
11. Operation of various computer components.
12. Cloning software such as GHOST, FOG and ACRONIS.
13. General safety methods and procedures, including high voltage and electronics.
14. Basic DOS, Windows and other computer operating system commands.
15. Documentation and record keeping techniques.
16. Interpersonal skills, including tact, patience and courtesy.

ABILITY TO

1. Repair, maintain and install a wide variety of microcomputers and peripheral equipment.
2. Train and provide technical support to users on computer operation, software, stand alone and local area network systems.
3. Maintain a program of preventive maintenance.
4. Maintain records and files.
5. Schedule and perform work to meet established time lines.
6. Work independently with minimal supervision.
7. Establish and maintain effective and cooperative working relationships with others.
8. Gain knowledge of various designs of systems, hardware, software and maintenance and/or repair procedures.
9. Instruct staff on how to operate systems and perform basic troubleshooting techniques.
10. Communicate effectively with others.

PHYSICAL ABILITY

While performing the duties of this job, the employee is frequently required to use hands or fingers to handle, feel objects, tools or controls, talk, or hear. The employee is frequently required to walk, sit, stand, reach with hands and arms, climb or balance, and stoop, kneel, crouch, or crawl. Applicants must be able to repetitively use fingers, use both hands simultaneously, lift items weighting up to 50 lbs., push, pull, repeatedly bend or twist and/or apply pressure with wrists. The employee must speak clearly, hear well, and see small details clearly. Specific vision abilities required by this job include close vision, distance vision, depth perception, color vision and the ability to distinguish shades, as well as, use a two-way radio for communication purposes.

WORK ENVIRONMENT

Employees in this classification work alone and with others, both inside and outside; use a computer and telephone, and may be subject to driving a vehicle to conduct work. Employees will be exposed to computers and other electronic equipment with potential exposure to electric shock. Reasonable accommodations may be provided to enable individuals with disabilities to perform the essential functions.

SALARY PLACEMENT

Schedule M, Range 23

This class description is not a complete statement of essential functions, responsibilities, or requirements. Requirements are representative of the minimum level of knowledge, skills, and/or abilities. Management retains the discretion to add or change typical duties of the position at any time.