

# WISEBURN UNIFIED SCHOOL DISTRICT

## Technology and Digital Information Technician Classified Position

### **BRIEF DESCRIPTION OF THE POSITION:**

Under general supervision, to perform a variety of technical and specialized computer and service functions; to perform routine maintenance and repair to computer hardware and related equipment.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Reviews, analyzes, repairs and maintains computer hardware and related peripherals. (E)
- Uses simple electronic testing equipment in the diagnosis of computer hardware and peripheral equipment malfunctions. (E)
- Installs and manages computer software/ subscriptions and tutors individuals and small groups in the functional operations of programs. (E)
- Researches and advises District and site personnel on current computer, video, and telecommunication equipment.
- Supports computer, video and voice service vendors.
- Assists instructional personnel in their awareness of software operational programs, hardware operational functions, and routine computer maintenance.
- Prepare or assist in the preparation of a variety of instructional materials and learning aids for use with individual and small groups of students as related to technology.
- Reviews, analyzes, and evaluates instructional software, and prepares recommendations for acquisition.
- Works closely with network systems and recognizes and helps solve operational problems.
- Maintains a variety of operational records and files. (E)
- Requisitions, receives, stores, distributes and maintains an appropriate inventory of computer and telecommunication materials, supplies and equipment. (E)
- Supports state and District-wide student assessments. (E)
- Performs routine clerical functions.
- May perform simple programming functions and de-bug programs to ensure an effective computer assisted instructional process.
- Remains current on issues related to cyber safety. (E)
- Uses personal vehicle to travel between various locations.
- Attends weekly IT meetings.
- Works with Virtual machines, servers, printers and projectors.
- Performs related work as required.
- Maintain and operate work order system.
- Process work orders in a timely manner.
- Performs other related duties as required.

(E) Reasonable accommodations may be made to enable a person with a disability to perform the essential functions of the job.

**REPORTS TO:**

- District Technology Technician

**DESIRABLE QUALIFICATIONS:****Knowledge of:**

- Computer hardware diagnosis, repair and maintenance methods, techniques and procedures
- Appropriate English usage, punctuation, spelling and grammar
- Computer assisted instruction network programs, and telecommunication methods systems and strategies
- Automated record management, storage and retrieval systems
- Computer, voice, and video equipment and software commodity sources
- ChromeOS, iOS, Android, Windows servers, Windows 7/10
- Appropriate safety precautions and procedures
- Basic methods, practices and terminology used in computers and its applications

**EXPERIENCE AND EDUCATION:**

Any combination of experience and training that would likely provide the required knowledge and skills is qualifying. A typical way to obtain the required knowledge and skills would be:

**Experience:**

Two years of experience in computer assisted instruction and server programs, and the repair and maintenance of computers, or closely related service areas.

**Education:**

Equivalent to the completion of the twelfth grade, supplemented by training or course work at the community college level in computer assisted instruction, computer repair and maintenance.

**ABILITY TO:**

- Demonstrate an understanding, patient and receptive attitude toward those with minimal experience with computer and telecommunication hardware and operational software;
- Perform routine computer, servers and video equipment and repair;
- Operate servers and diagnose and report computer malfunctions;
- Effectively and efficiently tutor and instruct others in computer functionality;
- Establish and maintain cooperative working relationships.
- Provide excellent customer service in a technical support setting
- Organize and schedule work
- Troubleshoot personal computers and peripherals
- Work with staff in solving hardware problems
- Work on multiple tasks with minimal supervision
- Help staff use computer applications to support instruction and clerical/office responsibilities
- Operate computers and related peripheral equipment
- Communicate effectively, both orally and in writing
- Understand and carry out oral and written directions
- Follow written and oral instructions of a technical nature

Board Approved: \_\_\_\_\_

- Learn and interpret appropriate practices and procedures
- Assume responsibility and exercise sound judgment
- Maintain strict confidentiality of privileged information
- Maintain work pace appropriate to given work load
- Prioritize work in order to meet deadlines and maintain schedules
- Establish and maintain cooperative working relationships

**LICENSE REQUIRED:**

- Possession of a valid and appropriate California Driver's License
- Proof of automobile insurance

**PHYSICAL ABILITIES:**

The physical requirements indicated below are examples of the physical aspects that this position classification must perform in carrying out essential job functions:

**Vision** (which may be corrected)

to read small print and maintain records.

**Hearing** (which may be corrected)

to communicate with students, staff, and parents, and to talk on phone.

**Speech**

to communicate with staff, students, parents, and vendors.

**Dexterity of hands and fingers**

to operate office equipment.

**Sitting and standing for extended periods of time**

to perform required duties.

**Bending at the waist**

to pick up equipment and materials.

**Strength**

to lift, push, pull and/or carry objects which may weigh as much as 50 lbs. on a regular basis.