Title:	Computer Operations Technician	Reports to:	Program Administrator/Supervisor
Job Category:	Information Technology	Classification Unit:	Classified
Board Approval:	5/21/2020	Current Salary Grade:	23
Job Description Revised:		FLSA Status:	Non-Exempt

JOB SUMMARY:

Under the general supervision of the Program Administrator/Supervisor, perform a variety of technical duties in the installation, operation, repair, and maintenance of computer network systems, software applications, systems data, and related equipment; assist in processing student information systems data, financial and other administrative reports within required time frames meet schedules and timelines; provide information and recommendations regarding equipment, hardware, and software; maintain and upload a variety of data; provide technical user support assistance, and respond to technology services work orders or trouble tickets; train and provide guidance to District personnel.

ESSENTIAL FUNCTIONS:

- Respond to work order tickets from the District Office, STEAM, and other departments; document work conducted to resolve issues in assigned RT system.
- Maintain assigned computer systems and backups; coordinate repairs or requests with vendors and service providers.
- Identify, troubleshoot, and resolve issues with existing technology (e.g. computer hardware, software, peripherals, network equipment, server, and network connections); install software and set-up additional technology as needed; determine appropriate actions required to maintain computer and network operations.
- Set-up, install and deploy new technology (e.g. computing devices, software, peripherals, network equipment), and connections to servers as needed.
- Print and fold deposit notices.
- Modify Active Directory users and groups as needed; modify the rights to servers and folders as needed.
- Update Resource Management System with data from new/old hardware.
- Request new hardware additions as needed; check resources in and out to staff as needed.
- Monitor meetings held in conference rooms and labs; assist presenters in connecting to the network and AV technology.
- Research a variety of topics as requested; provide information and recommendations.
- Contact vendors for quotations on hardware, software items, equipment, and services; procure equipment, supplies, and materials; and maintain availability of required items.
- Repair computers, peripherals, network equipment, and software, requiring specialized computer and electronics repair skills on-site and through service contracts; maintain computer, databases, and network equipment in secure and operating condition.
- Prepare and generate a variety of records, reports, correspondence, memos, logs, bids, contracts, listings, and purchase orders; design and format spreadsheets.
- Respond to inquiries from a variety of internal and external parties (e.g. district personnel, vendors); provide information, facilitate communication among parties, resolve issues, and provide direction as needed; confer with District staff to determine data and network requirements.
- Read and respond to emails for information, calendars, scheduling, and help requests.

- Process documents and materials (e.g. department payroll records, report cards, progress reports requisitions, work orders).
- Request equipment, supplies, and materials; maintain availability of required items and complete jobs efficiently.
- Operate tools used in computer repair and maintenance.
- Attend meetings, trainings, and conferences as directed; train and provide guidance to District personnel.
- Drive a vehicle to conduct work.

OTHER JOB-RELATED DUTIES:
- Perform related duties within the scope of the job classification as assigned.
- Recycle outdated technology.
- Process progress and report cards.

REQUIRED QUALIFICATIONS:

Knowledge of:
- Basic network functions, terminology, troubleshooting and security systems.
- Computer operating systems on multiple platforms and configurations.
- Set-up/installation and troubleshooting of computer operations systems, browsers, and devices.
- Peripheral hardware equipment, installations, use and troubleshoot.
- General programming languages.
- Specific administration of Google G Suite for Education as it relates to the configuration and installation of computers and software.
- Active Directory users and computers, and servers.
- TCP/IP configurations.
- Diagnose and support software (e.g. Chrome, JAMF IPerf, DeepFreeze, Clonezilla, Remote Desktop, Sophos, recovery and reload systems for Windows, & Macs.)
- Inventory methods and practices.
- Working with computer/hardware test and repair tools.
- Pertinent software applications and blueprints.
- Basic English usage, grammar, spelling, punctuation, and vocabulary.

Ability to:
- Support existing communications systems and upgrades, replacements, and migrations of computer network systems, software applications, devices, and related equipment.
- Perform multiple technical tasks with a need to periodically upgrade skills in order to meet changing job conditions.
- Troubleshoot complex, integrated hardware and software systems using tools, hardware, or software.
- Research, analyze, and recommend new system software and hardware.
- Adhere to safety practices.
- Operate equipment and tools used in computer repair and maintenance.
- Plan and manage projects independently.
- Prepare and maintain accurate records, data, and reports.
- Read and understand technical information, manuals, directions, diagrams and communicate to others.
- Compose a variety of documents.
- Facilitate group discussions.
- Analyze situations to define issues and draw conclusions.
- Schedule activities and meetings
- Work with a high level of interruptions, meet deadlines and schedules.

- Understand complex, multi-step written and oral instructions.
- Gather, collate, and classify data.
- Operate a variety of job-related equipment, including a computer and assigned software.
- Organize and prioritize work to meet deadlines, timelines, and schedules.
- Perform complex math, including algebra, geometry, and calculations using fractions and percentages.

EDUCATION AND EXPERIENCE: Any combination of education and experience that provides the required knowledge, skills and abilities.

Education: High school diploma or equivalent supplemented by additional targeted job-related education.

Experience: Two (2) years of experience involved in the set-up, use, and troubleshooting of computer operating systems and network administration on multiple platforms.

Required licenses, certificates, continuing education, training, and other requirements:
- Valid driver's license.
- Participation in professional development training courses in the areas of computer operating systems, network administration and/or VOIP telecommunications systems during a six (6) probationary period.

DESIRABLE QUALIFICATIONS:
- Supplemental Technical School coursework in the field of computer technology and network administration.
- Applicable job-related technical certifications such as Cisco CCNA, Network+, Security+, Brocade.

WORKING CONDITIONS:

Environment: Indoor/office work environment.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- Occasional lifting, carrying, pushing, and/or pulling.
- Some stooping, kneeling, crouching, and/or crawling.
- Significant fine finger dexterity.
- Generally, the job requires 70% sitting, 10% walking, and 20% standing.

Hazards:
- N/A

OTHER:

Required Testing:
- Pre-employment Test.

Clearances:
- State Mandated Training
- Criminal Justice/Fingerprint Clearance.
- TB Clearance.

Pleasanton Unified School District is an Equal Opportunity Employer. The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.). Reasonable accommodations are made under A.D.A. as required by law.