MADISON COUNTY SCHOOLS
Job Description

CLASS TITLE: TECHNOLOGY PROGRAMMER- SERVICE
REPORTS TO: Director of Technology
EXEMPT STATUS: Exempt
APPROVED: January 14, 2016- Order #2016-1720

BASIC FUNCTION:
Perform a variety of skilled and technical duties related to the installation, repair, alteration and maintenance of microcomputers, computers, printers and other peripheral equipment; train and provide work direction to computer and data communications maintenance technicians.

REPRESENTATIVE DUTIES:
- Perform a variety of skilled and technical duties related to the installation, repair, alteration and maintenance of microcomputers, computers, printers and other peripheral equipment; schedule repairs or installations.
- Train, schedule and provide work direction to computer and data communications maintenance technicians; review work to assure compliance with quality standards and work orders.
- Inspect, isolate and diagnose system malfunctions and determine appropriate repair procedures; replace defective parts and restore to proper operation of equipment; analyze and resolve general software malfunctions.
- Perform preventive maintenance on printers including cleaning, lubricating, adjusting mechanical parts and checking cables and connectors as necessary; dust circuit boards and disk drives.
- Install mainframe equipment including terminals, printers and modems; determine appropriate location for installation; install cables and connect devices and test device for proper operation.
- Maintain and repair data terminals and a variety of data communications equipment, including multiplexer equipment, span equipment, modems and interfacing equipment.
- Move equipment to new locations as requested; reroute and install communication cables for new location; test system to assure proper operation.
- Perform component level equipment repair; remove defective components and replace and initiate test procedures according to established procedures; locate and request replacement components.
- Operate multimeters, oscilloscopes, signal injectors, and digital logic probes to test circuiting by signal injection method; operate hand tools, protocol analyzers, floppy disk analyzer, diagnostic software, soldering iron and cable testing equipment.
- Communicate with a variety of departments regarding the repair and installation of computer equipment; communicate with vendors and manufacturers regarding parts, pricing, purchases and product information to find best source of supply.
- Provide assistance, information and technical expertise to faculty, administrators and students regarding the safe and proper operation, care and maintenance of computerized equipment.

- Maintain records of computer repairs, materials used, moving and installation activities and work orders; maintain records of maintenance supplies used.
- Maintain regular attendance.
- Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
- Computerized and electronic equipment including microcomputers, computer terminals, peripherals and other data communication equipment.
- Methods, equipment and tools used in the skilled repair and servicing of computer equipment.
- Principles of training and providing work direction.
- Electronic and electrical theory and practices.
- Analog and digital communications equipment and maintenance techniques.
- Safety practices and precautions used in working with computer equipment.
- Operation of a variety of testing equipment, hand and power tools and measuring instruments.
- Basic DOS commands and computer operations.
- Technical aspects of the computer field.
- Diagnostic techniques and procedures used in computer and electronics repair.
- Basic record-keeping techniques.
- Interpersonal skills using tact, patience and courtesy.
- Health and safety regulations.

ABILITY TO:
- Perform a variety of skilled and technical duties related to the installation, repair, alteration and maintenance of microcomputers, computers, printers, modems, multiplexers, span equipment and other data communications equipment.
- Plan and organize work.
- Assign and review the work of others.
- Train and provide work direction to others.
- Install computers and related equipment at District sites.
- Operate electronic measuring instruments, testing equipment and tools in a safe and proper manner.
- Read and interpret schematics and blueprints.
- Read, interpret and implement technical service manuals and schematic diagrams to repair assigned computer and peripheral equipment.
- Plan and lay out installation and repair work including estimating labor and material costs.
- Maintain records related to work performed.
- Establish and maintain cooperative and effective working relationships with others.
- Analyze situations accurately and adopt an effective course of action.
- Work independently with little direction.
- Lift heavy objects.

PHYSICAL DEMANDS

- Work is performed while standing, sitting and/or walking
- Requires the ability to communicate effectively using speech, vision and hearing
- Requires the use of hands for simple grasping and fine manipulations
- Requires bending, squatting, crawling, climbing, reaching
- Requires the ability to lift, carry, push or pull light weights

Reasonable accommodation may be made to enable a person with a disability to perform the essential functions of the job.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: two years college-level course work in electronics and three years increasingly responsible experience repairing and servicing computer terminals, microcomputers and data communications equipment.