

TECHNOLOGY REPAIR SPECIALIST



Information Technology Department

Purpose:

The Technology Repair Specialist provides timely hardware repairs and upgrades for District computers and mobile devices. The incumbent serves as a certified technician and maintains vendor systems needed in order to provide onsite repairs. The Technology Repair Specialist provides technical training and guidance related to hardware repairs to staff members who serve in the Technology Support Specialist I (TSS 1) position.

Reports to: Manager of User Services

Nature & Scope:

The Technology Repair Specialist performs work of a specific nature under general supervision. The nature of the work requires adherence to standard procedures, as well as policies and regulations. As a member of the Information Technology Department, the Technology Repair Specialist engages with highly sensitive information and must maintain absolute integrity of systems and confidentiality of classified data. The incumbent does not have supervisory responsibilities.

Essential Job Functions:

1. Conducts oneself in the best interest of students, in accordance with the highest traditions of public education and in support of the District's mission.
2. Troubleshoots, repairs, and upgrades BSD owned computers and mobile devices as needed.
3. Provides certified support and repairs including detailed repairs that may require micro soldering.
4. Provides technical training, documentation, guidance and tier two support related to repairs to the Technology Support Specialist 1 position.
5. Manages vendor systems that are needed and required in order to provide onsite support and repairs, including ordering replacement parts and units.
6. Orders parts and tracks repairs across a variety of vendor systems using vendor-specific systems and maintains an inventory of frequently used repair parts.
7. Sets up and configures computers and mobile devices as part of repair and/or upgrade process.
8. Tracks hardware related technology problems across the district.
9. Assists in short and long-range planning; makes recommendations to administration regarding technology innovation, purchasing, and long-range planning.
10. Coordinates with District Couriers for delivery of technology to school and District sites.
11. Maintains effective working relationships with other members of the Department as well as other school personnel and community members, including those from diverse cultures or backgrounds or those who speak limited or no English.

12. Complies with all procedures outlined in the *Code of Professional Conduct* and *Annual Notices for Education Practitioners, Teachers, Support Staff, Administrators, Substitutes Handbook*; and all other Beaverton School District Policies and Procedures.

The statements contained above reflect general details as necessary to describe the principal functions of this job but should not be considered an all-inclusive listing of work requirements. Individuals may at times perform other duties as assigned which could include work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.

Required Qualifications:

1. Must possess an Associate's Degree or graduated from a technical trade school preferably with coursework in Computer or Technology Sciences.
2. Must possess two years' experience troubleshooting and providing maintenance for industry-standard computers and mobile devices.
3. In lieu of requirements #1 and #2, must have high school diploma or GED and four years' experience necessary to provide the required knowledge and abilities to perform the job related to troubleshooting and providing maintenance for industry-standard computers and mobile devices.
4. Must have experience supporting common computer and mobile device platforms. Must have knowledge of and experience with installation, configuration, maintenance and troubleshooting on various computer and mobile device platforms.
5. Must be able to attain needed certification within six months of hire.
6. Must be able to perform highly detailed physical work like micro soldering.
7. Must possess a basic knowledge of computer networking.
8. Must be able to communicate effectively, both orally and in writing. Must read, understand, and follow multi-step written and verbal instructions in English. Must be able to translate highly technical concepts to staff with limited technological understanding.
9. Must be able to pass a criminal background check.
10. Must possess an Oregon or Washington Driver's License.

Working Conditions:

The Technology Repair Specialist works primarily indoors at an office and at multiple school sites. The work involves movement to and from, as well as within, various sites at various times of the day. The work environment is often controlled and quiet, but the work environment will also frequently include moderate to loud noise. The incumbent must be able to lift and move computer equipment, up to 50 lbs. without assistance, and the role requires occasional focus on a computer screen.

The incumbent is required to sit, stand, have finger/hand dexterity for working on computers for extended periods of time. Frequently there is a high degree of fine detail motor work, working with parts that can be quite small. Standing, walking, bending, stooping, kneeling, and standing/working on ladders will be required on occasion. The work environment may include exposure to unpleasant interior temperatures, dirt, wetness, mold and communicable diseases. Potential exposures include, but are not limited to: blood-borne pathogens; allergens; dirt; odors; dust; electrical shock hazards; cold and hot temperatures. The incumbent may be required to employ tools of trade that may emit intense heat or unpleasant smells.

Work Year: 260 days

Bargaining Unit: OSEA

FLSA Status: Non-Exempt

Date Approved: April 19, 2023

Date Revised: October 7, 2022

The Beaverton School District recognizes the diversity and worth of all individuals and groups. It is the policy of the Beaverton School District that there will be no discrimination or harassment of individuals or groups based on race, color, religion, gender, sexual orientation, gender identity, gender expression, national origin, marital status, age, veteran status, genetic information or disability in any educational programs, activities or employment.