TRAVIS UNIFIED SCHOOL DISTRICT

Reaching beyond the boundaries to build a community of learners.

2/25/2020
September 2016
FLSA: Non-Exempt
Range: 18

COMPUTER TECHNICIAN

DEFINITION
Under general supervision, performs a variety of technical duties in support of the District's management information system and infrastructure; installs, configures, and maintains computers, software, hardware, and network systems; identifies end user requirements, evaluates system and infrastructure capabilities, and recommends upgrades and enhancements; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED
Receives general supervision from the Technology Services Coordinator. Exercises no supervision of staff.

CLASS CHARACTERISTICS
This is a journey-level classification responsible for providing client systems support, end-point configuration, maintaining and troubleshooting various systems hardware, software, and peripherals implementing, and maintaining the District's network, server, and telecommunications systems and infrastructure. Incumbents use independent judgment and decision-making authority to resolve complex problems. Work is typically reviewed upon completion for technical soundness, appropriateness, and conformity to policy and requirements. This classification is distinguished from the Technology Services Coordinator in that the latter is responsible for supervising information technology services staff.

ESSENTIAL JOB FUNCTIONS
Receives and evaluates requests for service; diagnoses problems; troubleshoots and implements remedial actions, researches documentation and determines solution, and resolves problems with hardware, software, security and access controls, and systems issues; escalates issues to higher-level staff and/or vendor for resolution as appropriate.

- Installs, configures, maintains, and upgrades operating systems and software packages across disparate platforms, servers, network and data communication systems, personal and mobile computing systems and equipment, audiovisual equipment, web based applications, and related technologies; performs basic system administration functions.
- Coordinates installation and moves with user departments; configures workstations; connects workstation to existing network.
- Instructs users in software applications usage, basic computer navigation, and security practices.
- Maintains information on scheduled systems maintenance, including upgrades and outages; informs customers as needed.
- **(See Class Characteristics and Bullet #2)**
- Performs routine tasks of local area network (LAN) and wide area network (WAN) administration.
- Monitors disaster recovery and backup processes and schedules; verifies that backups are successful and data can be recovered.
- Monitors and maintains security control of District network and server infrastructure; configures and monitors security features and firewall rules; verifies and ensures proper user accessibility; identifies and addresses vulnerabilities; researches, recommends, and applies security updates as needed.
- Writes and maintains user and technical operating instructions and documentation; provides training to users and advises on best practices.
- Issues hardware equipment and computer literature for checkout; recovers computer assets; evaluates and repurposes viable hardware or decommissions obsolete hardware.

- Performs technical help desk support including handling customer inquiries and complaints and resolving tier one requests by remote session, telephone, or email.
- Orders and maintains inventory, tracks, and receives a variety of telecommunications and computer systems equipment, software applications supplies, training materials, and related needs adhering to established purchasing policies.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Modern principles and practices of installing, configuring, maintaining, troubleshooting, and monitoring computer hardware, software applications, network, server, and telecommunications systems and infrastructure.
- Network and server infrastructure including hardware, software, real-time monitoring tools, peripherals, and devices.
- Techniques and methods of writing and maintaining user and technical operating instructions and documentation.
- Customer service and telephone techniques.
- Principles of record keeping.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with vendors and District staff.

Ability to:

- Perform a variety of technical support functions in the installation, evaluation, configuration, operation, troubleshooting, and maintenance computer hardware, software, servers, network and data communication, mobile, audiovisual, web based applications, and other related technologies and equipment.
- Understand, interpret, and explain hardware and software application solutions to users; research technical materials to provide solutions to problems.
- Develop and maintain technical operating instructions and documentation; train staff on software applications and hardware usage.
- Deal tactfully with staff in providing information, answering questions, and providing customer service.
- Respond to and effectively prioritize a high volume of phone calls and other requests for service.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize own work, set priorities, and meet critical deadlines.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Pass strength and agility testing prior to employment.

Education and Experience:

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

- Equivalent to the completion of a two-year degree in information systems, computer science, or related field from an accredited college and three (3) years of experience.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

- Ability to obtain access to military Airforce base, as a civilian sponsored by the employer.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various District facilities and meeting site; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 30 pounds with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.