Redlands Unified School District

COMPUTER TECHNICIAN II

DEFINITION
Under direction, plan, organize, lead, and perform skilled and responsible work in the installation, maintenance, repair, and support of computers and related peripherals and networks; plan, organize, lead and perform responsible and specialized support functions for standard district computer and network operations and the student information management system; and do other related work as required.

ESSENTIAL FUNCTIONS
Prioritize work activity, schedule and coordinate, as well as perform, a variety of technical functions pertaining to the maintenance and repair of district computers and other related equipment, including installation of software and hardware components in machines at various district sites; confer with administrators and office staff in making recommendations of hardware and software purchases to resolve problems associated with various data processing needs; prepare documentation on district policies and procedures in relation to standardizing the exchange of computer generated information between sites; establish and maintain a data base of software and other related equipment; plan, organize, coordinate, lead and assist in the installation of new computer systems including networks both at school sites and in the various departments throughout the district; maintain and troubleshoot networks; manage and maintain District e-mail system; coordinate the ordering of parts and materials directly from hardware companies using a computerized ordering system.

KNOWLEDGE AND ABILITY
Knowledge of:
Methods, procedures, materials, and techniques used in the installation and maintenance of computer and computer systems including both hardware and software;
Policies, regulations, and guidelines as they relate to the purchase and use of software specifically copyright laws and the use of licensed equipment and materials;
Standard office practices, procedures, techniques and standard business office equipment, including word processing equipment and other office machines;
Correct English and second language usage, grammar, spelling, and punctuation;
Various software applications for the classroom as well as the office environment;
Methods of testing and troubleshooting hardware/software problems at a preliminary level.

Ability to:
Plan, organize, coordinate, and lead assigned technology personnel;
Demonstrate leadership, good judgment, and tact;
Accurately estimate time and materials in relation to technology functions and activities;
Skillfully plan, organize, and lay out technical support;
Skillfully install, maintain, and support a variety of computer hardware and software products;
Perform skilled tasks utilizing some electronic equipment and diagnostic software in the support of computer systems;
Develop spreadsheets and databases;
Schedule work and organize activities in ways to optimize working time;
Learn, interpret, and apply complex regulations, guidelines, and operational procedures;
Communicate effectively in oral and written form;
Establish and maintain an effective working relationship with people contacted in the course of work;
Relate effectively with racially and ethnically diverse staff, students, and community.

Skills:
In some positions where typing is less than 25% of the job function, the typing requirement may be waived at the discretion of the District administration.

EDUCATION AND EXPERIENCE:
Education:
Completion of the twelfth grade and supplemented by coursework and additional training in the use of computers, software, peripherals, and the various systems currently in use in the district.

Experience:
Minimum of one year of experience as a computer technician where the applicant has regular experience using and supporting computer systems including at least one year of experience coordinating the work of others.

REQUIRED LICENSES AND/OR CERTIFICATES
If driving a vehicle is required in the course of work, operator must possess a valid and appropriate California driver's license; qualify for insurability with the district's insurance carrier.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS
Strength:
Work may involve lifting, carrying, pushing and/or pulling of objects weighing up to 75 pounds with frequent lifting of objects that weigh up to 50 pounds; physical dexterity in limbs and digits necessary to operate hand tools and power tools used in the electronic trade.

Working Conditions:
Duties will require working both at the district office and at other sites throughout the district.

Pre-placement Physical: Class I

08/14