

Technology Equipment Repair Technician

DEFINITION:

Under direction of the Chief Technology Officer, Educational Technology & Information Systems or designee, performs troubleshooting, training, consulting, design, maintenance, repair, modifications, installations, setup, and configuration of electronic and multimedia systems and equipment and all types of computer hardware and software, peripherals, electronic message boards, CATV, CCTV, and audio-visual equipment; performs related duties as required.

QUALIFICATIONS:

Knowledge of:

Principles, capabilities and operation of computers and related equipment, as well as desktop operating systems, audio-visual systems, sound systems, digital classroom equipment, and other computer related devices. Principles of electronics and the methods, materials, and terminology used in current technology. Diagnostic techniques, procedures, equipment, and tools, used in electronics and computer repairs.

Ability to:

Communicate effectively (orally and written) with individuals and groups; prepare, interpret, and work from wiring diagrams, schematics, drawings, and blueprints; use tools and electronic testing equipment; analyze equipment problems and determine necessary repairs; reconfigure and upgrade software as appropriate; perform hardware assembly, installation, configuration, and maintenance; analyze data to identify software and hardware problems; effectively use manuals to solve problems; communicate effectively with software/hardware vendors to identify and resolve problems; obtain price quotes, make comparisons and informed specification decisions; physical ability sufficient enough to lift computer equipment (computers, monitors, printers).

Experience:

Minimum two years of increasingly responsible experience in the support, repair, and maintenance of electronic, audio-visual, broadcast, autonomous sound and IT hardware and peripherals. This experience must demonstrate both advanced computer skills and customer relations skills with the ability to provide user support and technical assistance. Hardware certifications (A+, HP printer, audio-visual) desired.

Possession of a valid California driver's license and insurance. This position requires the use of the employee's personal vehicle.

ESSENTIAL FUNCTIONS:

- Work with Facilities and sites on specifications and design of multimedia systems, autonomous sound systems and broadcast studios and equipment
- Work with facilities on commissioning of all multimedia and broadcast equipment
- Assemble, install, maintain, troubleshoot, and repair audio-visual systems and equipment, including, various types of projectors, video distribution systems, interactive whiteboards, digital presenters, sound amplification systems, and other computer related devices.
- Assemble, install, maintain, troubleshoot, and repair computer equipment, including desktops, laptops, printers and peripherals.
- Install, troubleshoot, and maintain software related to the above-listed systems.
- Use electronic test equipment to diagnose and isolate problems and conduct performance tests.
- Diagnose causes of equipment failure.
- Maintain inventory of spare parts and assist in the requisition of replacement/spare parts and materials.
- Assist in the selection of new and replacement equipment.
- Perform inspections and services necessary for an effective preventative maintenance program on electronic systems and equipment including but not limited to; autonomous sound, multimedia, and broadcast systems
- Repair or replace components of cabling systems (CATV, data communications, etc.)
- Assist in the installation of network equipment.
- Provide basic and advanced training on the care and use of electronic, multimedia systems including but not limited to: autonomous sound, multimedia, and broadcast systems.
- Other related duties as assigned.

PHYSICAL REQUIREMENTS:

Physical Abilities: include ability to stand for prolonged periods, provide and follow oral and written instructions, adhere to safe work practices, work independently and with minimal supervision, perform a variety of tasks, adjust to flexible assignments often with short notice, communicate effectively with students, staff and the public. **Significant physical abilities** include lifting in excess of 50 pounds, carrying, pushing, pulling, stooping, reaching, handling, near/far visual acuity, depth perception.

WORK ENVIRONMENT:

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The noise level in the work environment is usually moderate.
- Employee in this position will be required to work indoors in a standard office environment and come in direct contact with district staff and the public.