

Job Title: Computer Hardware Engineer
Job Family: Non-Certified
Pay Program: Administrative
Typical Work Year: 12 months

Job Code: 090531
FLSA Status: Ex - A
Pay Range: L04

SUMMARY: Diagnose, repair, and maintain Windows and Chromebook devices in a large enterprise environment. Engage in a crucial role in ensuring the smooth operation of the organization's computer hardware infrastructure and providing timely and effective support to end-users.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Job Tasks Descriptions	Frequency	% of Time
1. Diagnosis and Troubleshooting. Perform thorough diagnostic tests on Windows and Chromebook devices to identify hardware issues. Troubleshoot hardware problems, including but not limited to, malfunctioning components, connectivity issues, and system errors.	D	20%
2. Repair and Maintenance. Conduct hardware repairs, replacements, and upgrades as necessary, following manufacturer guidelines and organizational standards. Perform routine maintenance tasks to optimize the performance and longevity of computer hardware.	D	20%
3. Component Replacement. Replace faulty components such as hard drives, memory modules, motherboards, power supplies, and peripherals. Ensure proper installation and configuration of replacement parts to restore device functionality.	D	15%
4. Customer Support. Provide technical support and guidance to end-users experiencing hardware-related issues. Communicate effectively with stakeholders to understand their needs and address concerns in a timely manner.	D	15%
5. Software Configuration. Assist with software configuration and installation on repaired or newly deployed devices. Collaborate with the IT team to ensure devices are configured according to organizational requirements and security protocols.	D	10%
6. Documentation and Reporting. Utilize and maintain the IT service desk solution for detailed records of repairs, replacements, and maintenance activities. Generate service desk ticket reports on hardware issues, repair trends, and inventory management for analysis and decision-making purposes.	D	10%
7. Quality Assurance. Conduct quality assurance checks on repaired devices to ensure they meet performance standards and specifications. Implement best practices for hardware repair and maintenance to uphold quality and reliability standards.	D	5%
8. Training and Supervision. Instruct, support, and train technicians and end users. Build a working relationship that maximizes and complements individual abilities while achieving or exceeding service needs. Maintains internal Device Hardware Repair course and certification. Conduct Device Hardware Repair training courses to IT staff (Building Technicians, Field Team members, etc.).	D	5%
Total		100%

EDUCATION AND RELATED WORK EXPERIENCE:

- Associate's degree in technology related field. Two (2) years relevant experience may be substituted for this educational requirement.
- Minimum of three (3) years desktop technical support experience.
- Proven experience as a computer hardware repair engineer, preferably in an enterprise environment.
- In-depth knowledge of Windows and Chromebook hardware components, architecture, and troubleshooting techniques.
- Proficiency in diagnosing and repairing common hardware issues, including but not limited to, CPU, RAM, storage, and peripherals.
- Familiarity with hardware diagnostic tools and software utilities.
- Strong attention to detail and problem-solving skills.
- Excellent communication and interpersonal abilities.
- Certification(s) in hardware repair or related fields (e.g., CompTIA A+, CompTIA Network+, CompTIA Security +, etc.) preferred.

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire.

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Demonstrated history of advanced customer service, communication and interpersonal skills.
- Ability to promote and follow Board of Education policies, District Policies, School and Department procedures.
- Ability to engage in effective communication, collaboration, and teamwork with individuals from diverse backgrounds, cultures, and perspectives, while demonstrating respect and appreciation for their differences.
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator.
- Ability to stay current with district policy, standards and training in the areas of data quality, data privacy, and cybersecurity with respect to student and staff data, and related information.
- Ability to work independently and collaboratively in a fast-paced environment.
- Flexibility to adapt to changing priorities and handle multiple tasks simultaneously.
- Willingness to stay updated on emerging technologies and industry trends.
- Availability to work outside regular business hours for maintenance or urgent repairs, if required.

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Office productivity applications, Student Information Systems, Enterprise applications, and other IT applications.
- Specialized project management, diagramming and software: Visio, Smart Sheet and Web tools.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	JOB CODE
Reports to:	Exec. Director, Strategic Technology Initiatives	3042

	POSITION TITLE	# of EMPLOYEES	JOB CODE
Direct reports:	This position has no direct supervisory responsibilities		

BUDGET AND/OR RESOURCE RESPONSIBILITY:

- This job has no budgetary responsibilities.

PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands, work environment factors and mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand		X		
Walk			X	
Sit			X	
Use hands and fingers to handle and/or feel		X		
Reach with hands and arms		X		
Climb or balance		X		
Stoop, kneel, crouch, or crawl		X		
Talk			X	
Hear			X	
Taste	X			
Smell		X		

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds	X			
Up to 25 pounds	X			
Up to 50 pounds		X		
51 to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare			X	
Analyze				X
Communicate				X
Copy		X		
Coordinate				X
Instruct				X
Compute			X	
Synthesize			X	
Evaluate			X	
Interpersonal Skills				X
Compile		X		
Negotiate				

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock		X		
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	X
Depth perception	X
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	X
Moderate	
Loud	
Very Loud	