Job Description

POSITION TITLE: **Computer Technician**   **# 2180**

SALARY PLACEMENT: **Classified Salary Schedule**
                                            Range 30

SUMMARY OF POSITION:

Under general direction of the Computer Operations Supervisor, performs a variety of tasks including operation and installation of Personal Computers both Macintosh and Intel compatible and a variety of peripheral and communication equipment. Troubleshooting Personal Computers to determine cause and resolution of problems encountered by staff. Reading manuals and following complicated instructions; understanding and using AppleTalk and TCP/IP; understanding and carrying out oral and written instructions; use of appropriate and correct English, spelling, grammar and punctuation; type at a rate required for successful job performance; operate a variety of standard office equipment; work independently; communicate effectively in oral and written forms; establish and maintain effective work relationships with those contacted in the performance of required duties. Does related work as required.

MINIMUM QUALIFICATIONS – EDUCATION, TRAINING AND/OR EXPERIENCE:

Equivalent of the completion of the twelfth grade with computer-related technology courses. Possession of a valid California driver's license and have a good driving record. One year of experience with personal computers including software installation and troubleshooting. Utilization of technology in a computing environment. Macintosh experience required.

DESIRABLE QUALIFICATIONS – EDUCATION, TRAINING AND/OR EXPERIENCE:

Associate of Arts Degree in computer related technology or equivalent experience. Experience working in a school district, county office of education and/or technology-related industry.

CREDENTIALS AND/OR SKILLS AND ABILITIES:

Knowledge of computing systems terminology; personal computing operations hardware; operational requirements of networked personal computer systems; personal computing applications including Microsoft Office and others; Apple Macintosh, current Windows operating systems; modern computer techniques, methodologies, principles, and practices. Be flexible and receptive to change.

ESSENTIAL FUNCTIONS:

Essential functions may include, but are not limited to the following:
1.   Operate and monitor personal computers, printers and other peripheral devices.
2.   Utilize personal computing hardware and software, word-processing, spreadsheet, and database applications to perform basic duties including documentation, reporting, and scheduling and user support.
3.   Respond to user requests for assistance in utilizing Personal Computer hardware and software.
4.   Install operating systems such as Windows and Macintosh OS.
5.   Install and tests Internet software on Macintosh and Intel compatible computers.
6.   Install and support personal productivity applications on both Macintosh and Intel compatible workstations.
7.   Receive and inventory new technology equipment.

8.   May be required to assist Help Desk Staff during critical demand periods, emergency situations, or scheduled vacations.
9.   Maintain a good driving record.
10.   Perform other related duties as required.

PHYSICAL REQUIREMENTS:

Employees in this position must have the ability to:

1.   Exert high physical effort.
2.   Walk and stand for considerable lengths of time
3.   See and read a computer screen and printed matter with or without vision aids.
4.   Hear and understand speech at normal levels and on the telephone.
5.   Speak so that others may understand at normal levels and on the telephone.
6.   Handle moderate to heavy pieces of equipment and lift up to fifty (50) pounds.

WORK ENVIRONMENT:

Employees in this position will be required to work indoors in a standard office environment; to work outside of normal workdays and office hours to meet installation deadlines; and come in direct contact with SJCOE staff, district staff, and the public.

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