

CLASSIFIED JOB DESCRIPTION

HARDWARE TECHNICIAN I

JOB SUMMARY:

Under direction of a journeyman Hardware Technician, diagnoses and repairs malfunctions in any physical component of District computers, audio-visual or communication equipment. User support will include all tasks necessary to keep the user community productive on their computer systems, and performs related work as required.

ESSENTIAL JOB FUNCTIONS:

- Responds to HELP Desk calls for support.
- Assists the Network System Administrator and Computer Support Technician.
- Assists in the installation, maintenance and upgrading of Ethernet local area networks.
- Installs and supports software products.
- Assists with telephone support for HELP Desk.

ESSENTIAL JOB REQUIREMENTS - QUALIFICATIONS:

- A customer service attitude is a critical quality in this position.
- Experience of at least 2 years as a Certified Network Engineer. Work experience in trouble shooting LAN hardware and software problems involving both DOS and Macintosh systems; network management experience with the installation and customization of Windows 3.1 under Novell 3.11, 3.12 and/or 4.01. Experience in installing and using network management software for network problem solving and for network performance tuning.

Computer programming experience is a highly desirable second skill. Prefer experience with C in a Unix and/or Novell NetWare environment.

- Ability to effectively communicate with both technical and non-technical staff regarding the use of their assigned computer hardware and software; to isolate and resolve problems in the operation of District computer hardware and software; to document work required and work completed; to work well independently.
- Detailed knowledge of Novell NetWare 3.11, 3.12 and/or 4.01 is required. Knowledge of Windows 3.1 implementation procedures and issues under Novell NetWare is also required. Knowledge of Macintosh NLM is a plus.
- High school diploma or GED required.
- Education that is required is a college degree or equivalent work experience; successful completion of certified Novell CNE training and evidence of a valid California driver's license and insurability for operation of District vehicles.

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Classified Salary Schedule: Range 32

BOARD APPROVED: 05-20-1997

REVISION DATES: 07/17/2023

08/09/2023