

## COMPUTER TECHNICIAN II

### **JOB SUMMARY**

Under general supervision of Information Technology Support Supervisor, using considerable journey-level skills, repairs, maintains and installs the District's computers and related hardware.

### **DISTINGUISHING CHARACTERISTICS**

The classification of Computer Technician II differs from the classification of Computer Technician I in that the duties and responsibilities are more varied, complex in nature and involve a higher degree of initiative, independence, and technical skills. This position may also direct the work of the Computer Technician I.

### **EXAMPLES OF DUTIES** – Duties may include, but are not limited to, the following:

- Performs extensive diagnostic and troubleshooting testing of malfunctioning computers including system and application software, hard drives, related computer hardware;
- Tests and replaces RAM tests installs and replaces computer components repairs and/or replaces computer cables;
- Performs minor adjustments and repairs to computer displays and printers and performs preventative maintenance on the District's computers;
- Installs modifies and tests computer networks including TCP/IP protocol;
- Occasionally troubleshoots computer and mobile device connectivity to wireless and wired networks;
- Performs other related duties as needed.

### **EMPLOYMENT STANDARDS**

Any equivalent combination of training, education, and experience that demonstrates the applicant likely to possess the required knowledge, skill, and ability to perform the job duties:

**Education:** Graduation from high school equivalent. Must obtain Apple Certification within the first six months of employment.

**Experience:** Three (3) years performing diagnostic testing, repair and preventative maintenance on computers and related hardware. Successful work experience with repairing Apple desktop and laptop computers and some MS-DOS/Windows computers.

#### **Knowledge of:**

- Computer and related hardware repair and maintenance;
- Safe driving practices and traffic laws

#### **Ability to:**

- Work without close supervision; maintain harmonious working relations with school administrators, teachers, staff, students and the public;
- Troubleshoot, maintain and repair computers, projectors, mobile devices, and other related hardware;
- Maintain an inventory of repair parts;
- Work without close supervision;
- Lift heavy materials and equipment;
- Read, analyze and interpret professional journals, technical procedures, or governmental regulations;
- Effectively present information and respond to questions from individuals, groups of educators, and the general public;
- Solve practical problems and deal with a variety of concrete variables;
- Interpret a variety of instructions furnished in written, oral, diagram or schedule form;
- Operate personal computers, mobile devices, projectors, a variety of District software, and other peripheral devices;

- Use of arms and hands for finger dexterity for operating such equipment;
- Apply knowledge of current research and theory in specific field;
- Speak clearly and concisely both in oral and written communication;
- Perform duties with awareness of all District requirements and Board of Education policies;
- Follow oral and written directions;
- Maintain insurability to drive a District vehicle.

**License:** Possession of a valid Class C California Driver's License

**PHYSICAL STANDARDS:**

*The work environment and physical demands of the positions as described below are representative of those that must be met by an employee to successfully perform the essential functions of a position in this computer management category. Reasonable accommodations may be made to enable individuals to perform the essential functions of a specific position. These physical standards are generic in nature and tasks may vary dependent on specific trade and or specialized work assignment.*

**Working Environment:** While performing the duties of this position employees are subject to constant interruption. The employee must be able to meet deadlines with severe time constraints. These positions may also be high volume positions and works without direct and/or constant supervision. Although the employee in these positions works mainly indoors, they may be required to work outdoors with exposure to seasonal weather conditions. The employee may be required to work at varying heights and in restrictive areas. Employees provided with individual work vehicles must be able to drive a vehicle to conduct work. Noise level in the work environment is usually moderate and occasionally will be loud.

**Physical Demands:** The physical demands of this position include sitting for extended periods of time, frequent standing and the use of hands and fingers to handle and to operate keyboards and specialized diagnostic repair tools and equipment. The employee frequently is required to reach with hands and arm and must squat, stoop or kneel, bend at the waist and reach above the shoulders, head and horizontally. The employee will frequently bend or twist at the neck and trunk more than the average person while performing the duties of this job. Lifting, pushing or pulling of objects generally not exceeding fifty pounds may also be required. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and the ability to adjust focus to complete assigned work orders, read a variety of materials and inspect District equipment. The employee must be able to hear and speak to receive and exchange information. Regular physical attendance at work is an essential requirement of this job classification.

**Hazards:** Electrical power supply and high voltage. Working in a cramped or restrictive work chamber. Working on ladders or at heights. Occasional exposure to cleaning fluids.

*The information contained in this physical standards description is for compliance with ADA and is not an exhaustive list of duties performed. The individuals in this job perform additional duties and additional duties may be assigned.*

| <b>Computer Technician II</b>       |                              |
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| <b>Personnel Action</b>             | <b>Personnel Action Date</b> |
| Revised by the Personnel Commission | 06/02, 3/14/11, 5/28/20      |