CLASS TITLE: COMPUTERS/OFFICE EQUIPMENT TECHNICIAN

DEFINITION: Under general supervision, installs, maintains, diagnoses and repairs workstations, data communications equipment, duplicators, printers and related data processing equipment; maintains equipment records.

EXAMPLE OF DUTIES:

- Installs, maintains, diagnoses and repairs workstations, data communications equipment, duplicators, printers and related data processing equipment
- Receives, logs, tests and installs work stations, data communication equipment, cables, duplicators and related equipment
- Uses diagnostic equipment to troubleshoot problems
- Makes computer and data communications cables
- Develops and maintains checklists for equipment troubleshooting and operations.
- Maintains equipment inventories
- Installs software on workstations
- Writes and maintains checklists for equipment troubleshooting and equipment operation

DESIRABLE QUALIFICATIONS:

Training and Experience: A combination of training and experience equivalent to completion of college level courses leading to an associate degree in information systems; one year experience in workstations and microcomputer equipment repair; experience in data communications equipment installation and office machine maintenance.

Knowledge of:

- Operation and troubleshooting of complex data processing related equipment problems to include data communications equipment, cables, networks and related equipment workstations
- The repair of workstations, and printers.
- Knowledge of District policies and procedures

Skills in:

- Performing diagnostic analysis
- Analyzing situations accurately and adopting an effective course of action
- Establishing and maintaining effective relationships with customers, vendors and co-workers
- Communicating with non-technical personnel on technical matters
- Recordkeeping
- Troubleshooting the cause of t he malfunction

Ability to:

- Lift and carry 60 pounds
- Physical capability sufficient to perform job tasks
- Work independently

Licenses and Certificates:

- A valid California driver's license