

CLASS SPECIFICATION
Technology Equipment Repair Technician

GENERAL PURPOSE

Under general supervision, repairs and maintains personal computers and peripheral equipment, such as Apple Macintosh and IMac computers, IBM compatible personal computers and printers and a variety of other office/audio-visual equipment such as TVs, copiers, fax, video projectors, laminators, duplicators, VCRs, DVDs, stereo systems, amplifiers and PA systems; and performs other related duties as assigned.

DISTINGUISHING CHARACTERISTICS

A Technology Equipment Repair Technician is responsible for repair and maintenance of District computers and peripheral equipment as well as a wide variety of other office and audio-visual equipment. The incumbent is the primary resource for this type of maintenance within the District, and works closely with Information Services to coordinate trouble shooting and problem determination/resolution.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class. There will typically be an assigned schedule for these duties.

1. Repairs and maintains personal computers and peripheral equipment, such as Apple Macintosh and IMac computers, IBM compatible personal computers, and printers (stylewriters, inkjets, deskjets, and laserjets); installs software, including operating systems and applications on both Apple and IBM-compatible computers; assists departments and schools with computer-related problems.
2. Sets up systems for presentations; makes recommendations for new equipment to support schools and departments.
3. Repairs and maintains a variety of office/audio-visual equipment such as TVs, copiers, fax, video projectors, laminators, duplicators, VCRs, DVDs, stereo systems, amplifiers and PA systems.
4. Installs cable for TVs, mounts TV/VCRs and installs repaired equipment at schools and departments.
5. Schedules work, establishes priorities, maintains detailed records of repairs and maintains inventory of parts and supplies; prepares various reports as required; communicates with schools and departments regarding status, schedules and issues regarding repair of equipment.
6. Works closely with vendors to accelerate repairs and maintains appropriate inventories for critical parts.

QUALIFICATIONS

Knowledge of:

1. Practices, theories, methods, techniques, tools and equipment used in the installation, testing, maintenance and repair of personal computers and related peripheral equipment.
2. Operating characteristics of personal computers and related peripheral equipment.
3. Basic electrical and electronic theories and principles.
4. Standard software packages, including word processing, spreadsheet, presentation, graphics and database programs.

5. Methods and procedures for the storage and inventorying of hardware and software.
6. Safety practices, safe work methods and safety regulations pertaining to the work.
7. Electrical and electronic shop practices, procedures and equipment; shop mathematics.
8. Basic office methods and practices, including filing and record-keeping.

Ability to:

1. Set priorities and work independently without the need for more than minimum supervision.
2. Troubleshoot, diagnose and resolve complex and ambiguous audio-visual, computer, telephone and PC hardware, software and connectivity problems and failures of varying difficulty efficiently and effectively.
3. Obtain accurate and complete information from users, in person and by telephone, to identify their needs and problems and develop responses and solutions.
4. Repair, maintain, install and configure PCs, laptops, printers, other peripheral equipment, audio-visual equipment, devices, presentation and instructional equipment and other technology tools.
5. Use modern, state-of-the-art electronic testing and diagnostic instruments.
6. Read and interpret diagrams, specifications, manufacturers' instructions and manuals for the operation of technology equipment.
7. Exercise sound independent judgment and initiative within established guidelines.
8. Follow and apply written and oral work instructions.
9. Communicate effectively, orally and in writing.
10. Prepare and maintain records and reports of work performed.
11. Conscientiously preserve the confidentiality of all proprietary and confidential data and information residing in the District, in accordance with Departmental and District policy, and state and federal law.
12. Establish and maintain highly effective customer-focused working relationships with clients/users, other District and site staff, vendors and others encountered in the course of work.

Education, Training and Experience:

Graduation from high school or GED equivalent; completion of specialized computer support course; and three years of increasingly responsible experience in the support, repair and maintenance of electronic, audio-visual and IT hardware and peripherals; or some combination of education, training and experience that produces the requisite knowledge and ability.

Licenses; Certificates; Special Requirements:

A valid California Class C driver's license, a good driving record and the ability to maintain insurability under the District's vehicle insurance policy.

Upon acceptance of the District's offer of employment, new hires may be required to complete a baseline physical examination prior to the first day of employment.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this class, employees are regularly required to sit; talk or hear, in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; and reach with hands and arms. Employees are frequently required to walk and stand; and lift, carry, move or push objects weighing up to 50 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret situations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks; work with frequent interruptions; work under intensive deadlines; and interact with District staff, vendors and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work in typical office conditions, and the noise level is usually quiet.

Board Approval 2/15/2007

Effective 7/1/2007