



HIGHLAND PARK ISD

Office of Human Resources

Job Title: Computer Technician

Exemption Status/Test: Nonexempt

Reports to: Chief Technology Officer

Pay Grade/Days: IT01/ 230 days

Dept./School: Information Technology

Date Revised: September 2018

PRIMARY PURPOSE:

Perform on-site technical work to install and maintain computer equipment and network and software applications throughout the district or at assigned campus. Respond to work order requests by diagnosing and repairing network and computer hardware.

QUALIFICATIONS:

Education/Certification:

High school diploma or GED
Associate or Bachelor's Degree Preferred
Certifications for Microsoft, Google, Apple, Cisco, CompTIA A+, and/or Network + Preferred Clear and valid driver's license

Knowledge/Skills/Abilities:

Knowledge of Microsoft Windows 7 and 10
Knowledge of Apple OS, iOS
Knowledge of Google Apps for Education
Knowledge of computer workstation setup
Knowledge of computer hardware and software applications
Ability to install, maintain, and repair computers and peripherals
Ability to install and maintain network cables and hardware
Ability to diagnose problems and perform repairs

Experience:

3-5 years of work experience installing, maintaining, and repairing computers and peripherals

MAJOR RESPONSIBILITIES AND DUTIES:

Technical Support

1. Install, configure, maintain, and upgrade computers and peripherals, network cabling, and network peripherals throughout the district. Relocate computer hardware, peripherals, and equipment as needed.
2. Provide technical assistance to users of computers, instructional equipment, and software.
3. Install and configure application and operating system software and upgrades.
4. Assist with the installation, maintenance, troubleshooting, and repair of data communications circuits and equipment.
5. Assist with the organization and distribution of technology-based material for classroom use.



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Equipment Repair and Maintenance

6. Diagnose and repair network connectivity and hardware issues, including printers, terminals, and personal computers.
7. Remove old equipment and perform data migration to new machines.
8. Service equipment according to established preventive maintenance schedule. Maintain accurate updated records of preventive maintenance.
9. Maintain accurate records of time and materials required to perform repairs and service.

Inventory

10. Maintain accurate inventory of hardware, software, and other equipment and material at assigned site(s).
11. Identify, request, and control the inventory of repair parts.

Other

12. Compile, maintain, and file all physical and computerized reports, records, and other documents.
13. Comply with policies established by federal and state law, State Board of Educator Certification rule, and local board policy. Comply with all district and campus routines and regulations.
14. Respond to after-hours emergencies as needed.

Supervisory Responsibilities:

None

Mental Demands/Physical Demands/Environmental Factors:

Tools/Equipment Used: Hand tools and test instruments for electronic repairs and cable installations; personal computers and peripherals; small truck or van

Posture: Prolonged sitting and standing; regular kneeling/squatting, bending/stooping, pushing/pulling, and twisting

Motion: Repetitive hand motion; frequent keyboarding and use of mouse; regular walking, grasping/squeezing, wrist flexion/extension, reaching; may climb ladders

Lifting: Moderate lifting and carrying (up to 44 pounds); occasional heavy lifting (45 pounds and over)

Environment: Exposure to electrical hazards; occasional prolonged and irregular hours; frequent districtwide travel; May be required to be on-call 24 hours a day.

Mental Demands: Work with frequent interruptions; maintain emotional control under stress

The essential functions, pursuant to the Americans with Disabilities Act, may include the characteristic duties, responsibilities, knowledge, skills, and abilities noted herein; however, this is not a comprehensive listing of all functions and tasks performed by positions found in this job description.

Employee Name (printed): _____

Employee Signature: _____ Date: _____