

COMPUTER TECHNICIAN II

DEFINITION

Under direction, plan, organize, lead and perform skilled and responsible work in the installation, maintenance, repair, and support of computers and related peripherals and networks; plan, organize, lead and perform responsible and specialized support functions for standard district computer and network operations and the student information management system; and do other related work as required.

ESSENTIAL FUNCTIONS

Prioritize work activity, schedule and coordinate, as well as perform, a variety of technical functions pertaining to the maintenance and repair of district computers and other related equipment, including installation of software and hardware components in machines at various district sites; confer with administrators and office staff in making recommendations of hardware and software purchases to resolve problems associated with various data processing needs; prepare documentation on district policies and procedures in relation to standardizing the exchange of computer generated information between sites; establish and maintain a data base of software and other related equipment; plan, organize, coordinate, lead and assist in the installation of new computer systems including networks both at school sites and in the various departments throughout the district; maintain and troubleshoot networks; manage and maintain District e-mail system; coordinate the ordering of parts and materials directly from hardware companies using a computerized ordering system.

KNOWLEDGE AND ABILITY

Knowledge of:

Methods, procedures, materials and techniques used in the installation and maintenance of computer and computer systems including both hardware and software;
Policies, regulations, and guidelines as they relate to the purchase and use of software specifically copyright laws and the use of licensed equipment and materials;
Standard office practices, procedures, techniques and standard business office equipment, including word processing equipment and other office machines;
Correct English and second language usage, grammar, spelling, and punctuation;
Various software applications for the classroom as well as the office environment;
Methods of testing and troubleshooting hardware/software problems at a preliminary level.

Ability to:

Plan, organize, coordinate and lead assigned technology personnel;
Demonstrate leadership, good judgment, and tact;
Accurately estimate time and materials in relation to technology functions and activities;
Skillfully plan, organize, and lay out technical support;
Skillfully install, maintain and support a variety of computer hardware and software products;
Perform skilled tasks utilizing some electronic equipment and diagnostic software in the support of computer systems;
Develop spreadsheets and databases;
Schedule work and organize activities in ways to optimize working time;
Learn, interpret, and apply complex regulations, guidelines, and operational procedures;
Communicate effectively in oral and written form;
Establish and maintain an effective working relationship with people contacted in the course of work;
Relate effectively with racially and ethnically diverse staff, students and community.

Skills:

In some positions where typing is less than 25% of the job function, the typing requirement may be waived at the discretion of the District administration.

EDUCATION AND EXPERIENCE:

Education:

Completion of the twelfth grade and supplemented by coursework and additional training in the use of computers, software, peripherals and the various systems currently in use in the district.

Experience:

Minimum of one year of experience as a computer technician where the applicant has regular experience using and supporting computer systems including at least one year of experience coordinating the work of others.

REQUIRED LICENSES AND/OR CERTIFICATES

If driving a vehicle is required in the course of work, operator must possess a valid and appropriate California driver's license; qualify for insurability with the district's insurance carrier.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

Strength:

Work may involve lifting, carrying, pushing and/or pulling of objects weighing up to 75 pounds with frequent lifting of objects that weigh up to 50 pounds; physical dexterity in limbs and digits necessary to operate hand tools and power tools used in the electronic trade.

Working Conditions:

Duties will require working both at the district office and at other sites throughout the district.

Pre-placement Physical: Class I