



For the future of every student

CLASS TITLE: Computer Repair Technician

BASIC FUNCTION:

Under general supervision within the Technology Service Department, provide maintenance and repair services for computer equipment and software; maintain records related to District computer equipment.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Under direction install, set up, configure, modify and maintain computer hardware, software and peripherals to assure the smooth running of computer work stations and systems; respond to work orders and user requests for service; install, upgrade and update computer software and applications as needed. Installs, configures, tests, troubleshoots, updates, and applies standard PC software images.

Maintain a variety of records related to work orders, repairs, computer equipment, software and assigned activities; maintain and update software licensing information

Inspect computer equipment and determine need for higher-level escalation for resolution; arrange for and follow up on repairs, warranty services, upgrades and replacements as needed; receive assistance with resolving computer hardware and software malfunctions as needed.

Prepare computer equipment for staff and student use; install software and hardware and observe and test elements of the computer for evidence of incorrect performance; connect work stations to network server; configure computers for network, internet and database connectivity.

Prepare, pack, load, transport and unload new computer equipment for installation at various District sites; remove and dispose of or recycle obsolete equipment.

Install, run and update anti-virus programs and security patches as needed; implement anti-virus solutions; remove adware, spyware and run related programs and applications from computer work stations.

Prepare backup data files in accordance with established procedures; perform emergency data recoveries as needed.

Operate a variety of computers, servers, peripherals and specialized software; utilize various hand tools, meters and testers; drive a vehicle to conduct work.

Monitor inventory levels of computer supplies and equipment; assist with ordering and maintaining adequate inventory levels of supplies.

OTHER DUTIES:

Perform related duties similar to the above in scope and function as required.

MINIMUM QUALIFICATIONS:

KNOWLEDGE OF:

Practices, procedures and techniques involved in the installation, configuration, maintenance,

troubleshooting, diagnosis and repair of computer hardware, software, networks and peripherals.
Computer hardware systems and software applications utilized by the District, including Microsoft Office products.

Materials, methods and tools used in the operation and repair of computer systems.

Basic principles of computer hardware, peripherals, and network operations

Windows-based personal computers and related compatible products

Interfacing of computer equipment

Repair parts administration and warranty service procedures

Computer theory and application

Record keeping techniques.

ABILITY TO:

Operate, maintain and repair personal computers and related equipment

Install and troubleshoot computers and related hardware and software

Determine nature and scope of repair needs

Prepare specifications for repair parts needed

Evaluate work needed and process appropriately

Solve problems independently and in collaboration with people.

Monitor, maintain and assure security of computer systems.

Plan work from service requests, complete the work, and update the work order system

Effectively use and operate tools and computer testing equipment

Maintain a variety of records and files

Develop and maintain inventories of equipment

Meet schedules and timelines.

Communicate effectively orally and in writing.

Exercise tact, patience and courtesy interpersonal relations

Work independently with little direction.

Understand and follow written and oral directions

Establish and maintain cooperative and effective working relationships with others.

Maintain regular and consistent attendance.

EDUCATION AND EXPERIENCE:

Any combination equivalent to sufficient experience, training and/or education to demonstrate the knowledge and abilities listed above. Typically, this would be gained through: graduation from high school supplemented by additional course work in computer science or related field and/or certification from authorized computer manufacturer or accredited computer training facility and some experience involving the installation, maintenance and repair of computer hardware, software and peripherals.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.

Hearing and speaking to exchange information.

Seeing to view a computer monitor and read a variety of materials.

Sitting or standing for extended periods of time.

Lifting, carrying, pushing or pulling moderately heavy objects (up to 50 pounds) as assigned by the

position.

Bending at the waist, kneeling or crouching.

Reaching overhead, above the shoulders and

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