

<b>FNSBSD JOB DESCRIPTION</b>	
<i>Job Title:</i> Computer Technician	
<i>Supervisor:</i> Director of Network and Computer Services	<i>Classification:</i> Classified (ESSA)
<i>Days/Months:</i> 12 months	<i>Grade:</i> 10

**Job Summary**

The computer technician performs skilled technical repairs, upgrades, maintenance, setups and installs on school district computers and peripherals, including Mac and PC computers, printers, servers, scanners, digital cameras, and other equipment used in the educational environment. The position also works periodically at the help desk when assigned, answering phones, emails, and providing customer service to walk-ins.

**Essential Job Functions**

Performs maintenance and repair procedures on computer equipment (Mac and PC) and peripherals by using acceptable electronic techniques and in compliance with all applicable codes.

Sets up and install new computers and servers.

Upgrades software in a lab and school wide environment.

Upgrades software and hardware.

Provides rotating assistance at the help desk, answers the help desk phone line, tracks repair parts sent out and returned, and completes paperwork for various network services and district accounts.

**Non-Essential Job Functions**

Performs other job-related duties as assigned.

**Equipment Used**

Requires the knowledge and proficient use of powered and non-powered tools, equipment, and test equipment associated with computer repair and maintenance.

**Independent Decisions**

This position requires the exercise of good judgment in the field of all types of repairs on public school equipment. The work must be conducted safely, expeditiously, professionally, and within all pertinent codes.

**Primary Working Contacts**

Coordinates frequently with academic and support staff to clarify help desk requests and problems, including providing phone support when working the Help desk. Regular contact with all other departments to clarify and investigate help desk requests. Coordinates frequently with academic and support staff to clarify help desk requests and problems, including providing phone support when working the Help desk. Regular contact with parts and material vendors when ordering and acquiring parts and materials.

### **Responsibility for Cash, Equipment, Safety**

Skill in the safe use and care of tools and equipment used in servicing school district computers and peripherals. Responsible for high-value district property.

### **Supervision Received and Exercised**

None given; receives oral and written supervision from director of technology.

### **Unusual Working Conditions**

Frequently works alone, occasionally encounters noisy or hot conditions in mechanical spaces, occasionally works with network technicians.

### **Evaluation**

Annual written evaluation.

### **Physical and Mental Demands**

The physical demands of this position require frequent standing, walking, sitting, speaking, and hearing. Requires near vision to write and read printed materials and computer screens. Requires hearing and speaking to exchange information on the telephone or in person. The employee is regularly required to reach with his/her hands and arms. Must be physically fit with strength, agility, and stamina to work with heavy components, climb and work on ladders, and stand for prolonged periods in a safe manner. Be able to lift 25 lbs. above the shoulder level regularly, 50 lbs. waist high regularly, and up to 100 lbs. waist high occasionally. Must be able to use carts, ladders, dollies, and stools to assist in moving or shelving items. Requires sufficient arm, hand, finger dexterity to operate a keyboard and other office equipment. Repetitive motions with wrists, hands, and fingers may also be required. Additionally, the employee must be able to communicate by oral and written means in an appropriate business manner and have cognitive skills to understand instructions, readily recall facts and details, handle conflict, and make effective decisions under pressure.

*The Fairbanks North Star Borough School District is committed to providing reasonable accommodations, according to the applicable state and federal laws, to all individuals with qualified physical or mental disabilities.*

### **Job Qualifications**

The following are required:

1. High school diploma or the equivalent and two (2) years computer-related education.
2. Minimum of two (2) years of practical experience with the education or a total of five (5) years of practical experience may be substituted for the experience/educational requirement.
3. Knowledge and training in state-of-the-art diagnostics, software, tools, and equipment used in servicing school district computers and peripherals.
4. Use safe working practices at all times; possess good verbal and written communication skills and good basic mathematics skills in English.
5. Be able to work well with little supervision and make decisions regarding repair or replacement of components.
6. Have the ability to plan, layout, and complete complex assignments.
7. Be able to work safely and efficiently in public areas.
8. Be able to safely operate diagnostic equipment, tools, and equipment needed in servicing school district computers and peripherals.
9. Independently diagnose and resolve complicated repairs and upgrades with minimum guidance from the supervisor.

10. Read, understand, and evaluate manuals, operating instructions, and specifications, and be able to transfer that knowledge to effective resolution of problems and repairs.
11. Current state of Alaska driver's license.
12. Must be able to provide own transportation to perform school visits for computer repair, in case district vehicles are not available.

The following are preferred:

1. None

**Additional Job Information**

Fairbanks North Star Borough School District employees must possess the ability to read and write in English. This includes the ability to communicate in English with school staff, coworkers, and the public. Employees must also have the ability to comprehend and carry out oral and written directions and understand and follow English instructions and written documents.

**The Fairbanks North Star Borough School District is an Equal Opportunity Employer.**