

FNSBSD JOB DESCRIPTION	
<i>Job Title:</i> Computer Technician	
<i>Supervisor:</i> Director of Technology	<i>Classification:</i> Classified
<i>Days/Months:</i> 12 months	<i>Grade:</i> 10

General Responsibilities

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, e-mails, and providing customer service to walk-ins.

Example of Duties

1. Perform maintenance and repair procedures on computer equipment (Mac and PC) and peripherals by using acceptable electronic techniques and in compliance with all applicable codes.
2. Set up and install new computers and servers.
3. Upgrade software in a lab and school wide environment.
4. Upgrade software and hardware.
5. Providing rotating assistance at the Help Desk, answering the Help Desk phone line, tracking repair parts sent out and returned, and completing paperwork for various Network Services and district accounts.

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

1. Other Departments: Regular contact to clarify and investigate help desk requests.
2. Academic Staff: Coordinates frequently with academic and support staff to clarify help desk requests and problems, including providing phone support when working the Help Desk.
3. Students: Incidental.
4. Public: 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

Receives oral and written supervision from Director of Technology. Exercises no supervision.

Unusual Working Conditions

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

Evaluation

Annual written evaluation by Director of Technology.

Qualifications

Education: High school diploma or the equivalent is required and two (2) years computer-related education

Experience: Minimum of two years practical experience with the education or a total of five (5) years practical experience may be substituted for the experience/educational requirement.

Knowledge: Knowledge and training in state-of-the-art diagnostics, software, tools, and equipment used in servicing school district computers and peripherals.

Skills: Use safe working practices at all times, possess good verbal and written communication skills and good basic mathematics skills.

Abilities: Be able to work well with little supervision and make decisions regarding repair or replacement of components; have the ability to plan, layout, and complete complex assignments; and be able to work safely and efficiently in public areas. 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 pounds above the shoulder level regularly, 50 pounds waist high regularly, and up to 100 pounds waist high occasionally. Be able to safely operate diagnostic equipment, tools, and equipment needed in servicing school district computers and peripherals. Independently diagnose and resolve complicated repairs and upgrades with minimum guidance from the supervisor. Read, understand, and evaluate manuals, operating instructions, and specifications, and be able to transfer that knowledge to effective resolution of problems and repairs.

Other: Current State of Alaska driver's license. Must be able to provide own transportation to perform school visits for computer repair, in case District vehicles are not available.