

COMPUTER REPAIR TECHNICIAN

Purpose Statement

The job of Computer Repair Technician was established for the purpose/s of repairing and maintaining computer hardware and related software; resolving immediate operational and/or safety concerns; and procuring and maintaining supplies and materials.

This job reports to Information Technology Support Manager

Essential Functions

- Assesses malfunctions of computer hardware and/or peripheral devices for the purpose of determining appropriate actions to maintain computer operations.
- Coordinates with other staff for the purpose of completing projects/work orders efficiently.
- Installs computer hardware, peripherals, and related application software for the purpose of maintaining safe and effective district and site operation including classrooms, library and computer labs.
- Prepares a variety of written materials (e.g. inventory control, procedures, etc.) for the purpose of providing written support and/or conveying information.
- Procures computer parts, supplies and materials for the purpose of ensuring the availability of items commonly required to repair computer hardware.
- Repairs computers, peripherals, network equipment and software, requiring specialized computer and electronics repair skills both on-site and in the repair shop for the purpose of maintaining computer and network equipment in a safe and functional operating condition.
- Requests quotations for the purpose of providing cost information, purchasing and securing items.
- Serves as liaison to software/hardware providers and outside repair services for the purpose of conveying and/or receiving information and coordinating district activities.
- Transports a variety of items (e.g. equipment, supplies, etc.) for the purpose of providing materials at job site or to bring equipment in for repairs.

Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skill-based competencies required to satisfactorily perform the functions of the job include: adhering to safety practices; preparing and maintaining accurate records; and utilizing pertinent software applications and diagnostic methodologies.

KNOWLEDGE is required to perform algebra and/or geometry; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge-based competencies required to satisfactorily perform the functions of the job include: concepts of electronics; photoelectric process; and current generation operating and network systems; methods, procedures, materials and techniques used in the installation and maintenance of computer hardware and peripheral devices; hardware and software diagnostic equipment.

ABILITY is required to schedule activities, meetings, and/or events; gather, collate, and/or classify data; and consider a variety of factors when using equipment. Flexibility is required to work with others in a wide variety of circumstances; work with data utilizing defined but different processes; and utilize equipment under a variety of conditions for multiple purposes. Ability is also required to work with a diversity of individuals and/or groups; work with a variety of data; and utilize a wide variety of types of job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data may require independent interpretation; and problem solving with equipment is moderate to significant. Specific ability-based competencies required to satisfactorily perform the functions of the job include: displaying mechanical aptitude; adapting to changing work priorities; establishing effective working relationships; communicating with diverse groups; being attentive to detail; and working under time constraints.

Responsibility

Responsibilities include: working under limited supervision using standardized practices and/or methods; providing information and/or advising others; and operating within a defined budget. Utilization of some resources from other work units is often required to perform the job's functions. There is a continual opportunity to have some impact on the organization's services.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling; frequent stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 50% sitting, 30% walking, and 20% standing. This job is performed in a generally clean and healthy environment.

Experience Job related experience with increasing levels of responsibility is desired.

Education Targeted job related education that meets organization's prerequisite requirements.

Equivalency None Specified

Required Testing

None Specified

Certificates & Licenses

Apple Care Certification is required within 2 months of employment.

Continuing Educ. / Training

None Specified

Clearances

Criminal Justice Fingerprint/Background Clearance

FLSA Status

Non Exempt

Approval Date

3/12/2008

Salary Grade

Classified 69

I HAVE READ AND UNDERSTAND THE SCOPE OF THE JOB AND HOLD THE MINIMUM REQUIREMENTS:

Employee Name (Please Print): _____

Employee Signature: _____ Date: _____