PURPOSE:

- Computer Technicians troubleshoot and solve problems related to desktop computer systems, laptops and different types of computers and peripheral systems. This includes, but is not limited to, devices such as SmartBoards, document cameras, projectors, printers, monitors, iPads, iPods and Android devices. Computer Technicians install hardware and software systems, maintain and repair equipment, troubleshoot a variety of computer issues, set-up computer security measures, configure computer networks and provide technical support on-site or via phone or email. They are expected to keep themselves abreast with the new technologies.

REPORTS TO:

- IT Supervisor

QUALIFICATIONS:

- High School Diploma or equivalent
- One year of specialized experience or training in technology related field beyond high school
- Possess the ability to communicate well with school personnel
- Knowledge and experience with multiple operating systems (Android, iOS, Windows, Chrome, etc)
- Knowledge and experience with current Windows server operating systems
- Knowledge of basic networking fundamentals
- Ability to solve problems, work independently and comply with deadlines
- Ability to assemble, install and troubleshoot computer hardware and software
- Ability to understand and communicate technical information
- Ability to understand and carry out oral and written instructions with limited supervision
- Multi-tasking capabilities (e.g. handle large volumes of work and prioritize accordingly)
- Acquire and maintain Dell Certification for On-Line Self Dispatch program
- Maintain a valid Oregon Driver's License and personal transportation

ESSENTIAL FUNCTIONS:

- Maintain satisfactory attendance and punctuality
- Ability to work cooperatively with staff, students and the public
- Exhibit positive, motivated attitude at all times
- React positively to change
- Maintain professionalism in attitude and dress
- Adapt Quickly and learn new applications and systems and they are introduced
- Support the philosophy and mission of School District 9
- Accept responsibility and satisfactorily carry-out other tasks as assigned by supervisor
- Provide exceptional customer service

PHYSICAL REQUIREMENTS:

- Physical capability of lifting up to fifty (50) pounds (over fifty pounds may be required with assistance)
- Must work in noisy, crowded and stressful environments
- Requires prolonged sitting and/or standing
- Requires stooping, bending, reaching and kneeling
- Must be able to lift items on and off tall storage shelves
- Requires crawling under and around desks and other furniture

GENERAL RESPONSIBILITIES

- Provide server, workstation and basic network support
- Implement, operate, maintain and provide support for networked and standalone computers including other non-typical computing devices such as iPads, iPods, Android and other mobile devices; monitor system and software performance
- Install printers, projectors and other peripheral devices
- Install and uninstall software

- Manage and maintain the technology department shop and storage areas
- Prioritize work assignments to ensure timely completion and determined by customer and/or supervisor
- Quickly become familiar with new technologies, devices, software, etc. being used or introduced to the District
- Use the assigned work order system to track, monitor and provide support to customers reporting problems
- Consistently meet the expectations, standards, and goals to achieve superior customer service results
- Provide honest, clear, consistent communication with all key stakeholders to ensure positive outcomes
- Coordinate work projects such a converting to new hardware or software
- Assist other technology staff with development of technology documentation of instructions
- Research and review computer hardware and software capabilities, uses, etc. and make recommendations regarding updates and upgrades
- Evaluates software and hardware to determine compatibility with existing systems
- Instruct users in use of equipment, software and manuals. Answers user's inquires in person and via telephone concerning system operations
- Encourage effective educational use of computers by all school staff
- Work with, keep and respect confidential information
- See that district policies are observed at all times and report instances when policies are not followed
- Keep abreast of new information, innovative ideas and techniques
- Perform other duties as determined by IT Supervisor or designee.

RATE OF PAY: According to Classified Salary Schedule

This position description is intended to provide an overview of the requirements of the position. As such, it is not necessarily all inclusive and the position may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein.

Employee Signature: _____Date_____

Board Adopted: August 14, 2013