POSITION DESCRIPTION

TITLE: Computer Support Technician
LOCATION: Administrative Service Center
REPORTS TO: Coordinator, Technology Project and Services
DEPARTMENT: Information Technology (IT)

SUMMARY STATEMENT:
Under the supervision of the Coordinator of Technology Project and Services, the Computer Support Technician will perform computer hardware installation and provide associated hardware repair resources under the general direction of the senior hardware technicians.

ESSENTIAL FUNCTIONS:
1. Communicate effectively with staff and the general public in person, by telephone, via E-mail, and in writing.
2. Perform preventive maintenance on microcomputers.
3. Perform preliminary troubleshooting of microcomputer hardware and software.
4. Create hardware and software inventory reports as requested and keep inventory up-to-date.
5. Coordinate resources, workers, and tools for the scheduling and installation of computer hardware and software.
6. Assist with communication with vendors, staff, and users regarding the arrival and installation of computer hardware and software.
7. Perform complete hardware and software installation of computers in end user areas.
8. Assist in training student workers as necessary.
9. Assist with appropriate network functions.
10. Assist teachers in the use of various software programs.
11. Travel from location to location in order to perform tasks.
12. Transport students and other workers to job sites.
13. Ensure compatibility between software and hardware systems.

OTHER RESPONSIBILITIES:
1. Establish and maintain software catalog checkout procedures.
2. Perform other related duties as assigned.

PHYSICAL DEMANDS REQUIRED:

<table>
<thead>
<tr>
<th>Vision (66-100%)</th>
<th>Standing (66-100%)</th>
<th>Hearing (66-100%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speaking (66-100%)</td>
<td>Reaching (66-100%)</td>
<td>Pushing/Pulling (66-100%)</td>
</tr>
<tr>
<td>Sitting (Up to 33%)</td>
<td>Bending/Stooping (33-66%)</td>
<td>Writing (33-66%)</td>
</tr>
<tr>
<td>Lifting/Carrying Up to 75 lbs. (33-66%)</td>
<td>Walking (33-66%)</td>
<td>Driving (66-100%)</td>
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<tr>
<td>Use of hands and/or arms for repetitive motion (66-100%)</td>
<td>Acceptable Attendance</td>
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</tr>
</tbody>
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MENTAL DEMANDS REQUIRED:
Percentages of requirements of physical and mental tasks are only an estimate. Reasonable accommodations for persons with a disability will be considered in order for them to perform the essential functions of the job.

(66-100%) = Continuously  (33-66%) = Frequently  (Up to 33%) = Occasionally

TOOLS AND EQUIPMENT NECESSARY:
IBM/PC (clone), Macintosh, telephone, typewriter, 10-key calculator, FAX machine, printers, all copy machines, and all other tools and equipment necessary to perform the essential functions as listed above.

MINIMUM QUALIFICATIONS:
1. Demonstrated ability to communicate effectively with students, staff, and the general public.
2. Demonstrated ability to work independently with a minimum of supervision.
3. Must possess working knowledge of generally accepted computer hardware repair practices.
4. Two years of experience in a related field, or equivalent training.
5. Knowledge of Macintosh and IBM/PC hardware and software preferred.
6. Working knowledge of modems and communication software preferred.
7. Must be flexible, cooperative, and be able to maintain confidentiality.
8. Demonstrated ability to operate the office equipment listed in the tools and equipment area above.
9. Demonstrated ability to perform tasks accurately and in accordance with established guidelines.
10. Demonstrated ability to handle multiple priorities at one time.
11. Demonstrated organizational skills and a commitment to follow through.
12. Demonstrated ability to perform under conditions of constant interruption and perform under deadline pressure.
13. Must be able to travel from location to location to perform tasks.
14. Must possess a current valid motor vehicle license.
15. Must be able to be insured through District’s insurance carrier. Driving abstracts will be required.
16. Demonstrated ability to establish and maintain positive relationships with others as part of a team.

260-261 Days Per Year (Includes Holidays)
8 Hrs. Per Day

PSE: ____________________________ Date: _________________

District: ____________________________ Date: _________________

Revised Date: 08/05/2008
Classification: Professional Technicians (PSE)
Class: Class V
Display on Web? Yes

Computer Support Technician