POSITION DESCRIPTION

TITLE: Hardware Maintenance Technician
LOCATION: Administrative Service Center
REPORTS TO: Technology Coordinator
DEPARTMENT: Information Technology (IT)

SUMMARY STATEMENT:
Under the supervision of the Technology Coordinator, the Hardware Maintenance Technician will perform computer, peripheral, and related hardware repair and maintenance.

ESSENTIAL FUNCTIONS:
1. Communicate effectively with staff and the general public in person, by telephone, via E-mail, and in writing.
2. Configure and install equipment when necessary.
3. Provide technical support for acquisition of hardware and peripherals.
4. Perform routine preventative maintenance for microcomputer systems and related equipment.
5. Troubleshoot hardware problems and repair or refer to outside facility.
6. Provide maintenance and technical support for Local Area Network, including hardware and software.
7. Ensure compatibility between software and hardware systems.
8. Maintain a work order system and an audit trail for maintenance work.
9. Maintain a district-wide inventory of computer equipment and peripherals.
10. Work with and assist in training student workers as necessary.
11. Maintain surplus and donated equipment inventory and audit trail.
12. Travel from location to location to accomplish tasks.
13. Transport students from location to location to perform tasks as necessary.

OTHER RESPONSIBILITIES:
1. Perform other related duties as assigned.

PHYSICAL DEMANDS REQUIRED:

<table>
<thead>
<tr>
<th>Vision (66-100%)</th>
<th>Standing (66-100%)</th>
<th>Speaking (66-100%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reaching (66-100%)</td>
<td>Hearing (66-100%)</td>
<td>Pushing/Pulling (66-100%)</td>
</tr>
<tr>
<td>Sitting (Up to 33%)</td>
<td>Bending/Stooping (33-66%)</td>
<td>Walking (33-66%)</td>
</tr>
<tr>
<td>Writing (33-66%)</td>
<td>Acceptable Attendance</td>
<td>Driving (33-66%)</td>
</tr>
<tr>
<td>Lifting/Carrying Up to 75 lbs. individually</td>
<td>Use of hands/and or arms for repetitive motion (66-100%)</td>
<td></td>
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<tr>
<td>Over 75 lbs. with assistance (33-66%)</td>
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</tr>
</tbody>
</table>

MENTAL DEMANDS REQUIRED:

<table>
<thead>
<tr>
<th>Reading Documents (66-100%)</th>
<th>Math (33-66%)</th>
<th>Verbal Communication (66-100%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training (Up to 33%)</td>
<td>Customer Contact (66-100%)</td>
<td>Problem Solving (66-100%)</td>
</tr>
<tr>
<td>Multiple Concurrent Tasks (66-100%)</td>
<td>Constant Interruptions (66-100%)</td>
<td>Written Communication (33-66%)</td>
</tr>
<tr>
<td>Detailed Work (66-100%)</td>
<td>Reasoning (66-100%)</td>
<td>Confidentiality (66-100%)</td>
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</tbody>
</table>

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:
Dell and IBM personal computers, Apple Macintosh computers, telephone, typewriter, copy machine, FAX machine, 10-key calculator, printers, modem, Internet access, and all other tools and equipment necessary to perform the essential functions as listed above.

MINIMUM QUALIFICATIONS:
1. Must possess working knowledge of generally accepted computer hardware repair practices.
2. A minimum of one year of experience providing microcomputer technical support.
3. Must possess a working knowledge of software and hardware systems configurations for:
   - All Apple brand hardware - preferred.
   - All IBM (clone) brand hardware - required.
4. A minimum of one year Local Area Network preferred.
5. Working knowledge of modems and communication software preferred.
6. Apple technical school certification preferred.
7. Microcomputer (IBM/Clone) technical school certification preferred.
8. Demonstrated ability to communicate effectively.
9. Demonstrated ability to work independently with a minimum of supervision.
10. Demonstrated ability to operate the equipment listed in the tools and equipment area above.
11. Demonstrated ability to perform tasks accurately and in accordance with established guidelines.
12. Demonstrated ability to handle multiple priorities at one time.
13. Demonstrated ability to perform under conditions of constant interruption and perform under deadline pressure.
14. Must be able to travel from location to location to accomplish tasks.
15. Must possess a valid driver's license.
16. Must be at least 21 years of age to acquire and keep current a Type II driver's license in order to transport student workers. Driving abstracts will be required.
17. 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: 02/05/2014
Classification: Professional Technicians (PSE)
Class: Class VIII
Display on Web? Yes

Hardware Maintenance Technician