

Computer Repair Technician

Purpose Statement

The job of Computer Repair Technician was established for the purpose/s of installing and maintaining computer hardware and peripherals; resolving immediate operational and/or safety concerns; and providing support on the use of computer related equipment.

Essential Functions

- Assesses malfunctions of computer hardware and peripheral devices for the purpose of determining appropriate actions to maintain computer and network operations.
- Coordinates with other staff for the purpose of completing projects/work orders efficiently.
- Installs computer hardware, peripherals, application software, and image desktop computers for the purpose of maintaining safe and effective district and site operation including administrators, library and computer labs.
- Maintains manual and electronic documents, files and records (e.g., warranty data, computer and telecommunication equipment inventory, internal and external repair orders, RMAs) for the purpose of providing an up-to-date reference and audit trail.
- Prepares a variety of written materials (e.g., work order reports, inventory control, procedures) for the purpose of providing written support and/or conveying information.
- Provides onsite and telephone and trouble shooting support to users including attaching remotely to user computers for the purpose of providing resolution to identified issues to maintaining productivity of user workstations.
- Repairs computers, printers and scanners requiring specialized computer and electronics repair skills for the purpose of maintaining computers and peripherals in a safe and functional operating condition.
- Supports Network Specialists for the purpose of assisting with installations, troubleshooting and repairing computers, printers and other peripherals.
- Transports a variety of items (e.g., computer equipment, supplies, telecommunications equipment) for the purpose of providing materials at job site or to bring equipment in for repairs.
- Troubleshoots and maintains voicemail configuration (e.g., personal options, greetings, feature buttons configuration and security codes) and telecommunication equipment districtwide for the purpose of meeting the efficient communication needs of the users.
- Upgrades computers, peripherals, and software applications (e.g., installation, testing, configuring) for the purpose of meeting the computer processing needs of the users.

Other Functions

- Attends meetings as assigned for the purpose of conveying and/or gathering information required to perform 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 single, 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.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; 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 systems.

ABILITY is required to schedule activities; gather and/or collate data; and consider a number of factors when using equipment. Flexibility is required to work with others in a variety of circumstances; work with data utilizing defined and similar processes; and operate equipment using a variety of processes. Ability is also required to work with a wide diversity of individuals; work with similar types of data; and utilize a variety of types of job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is moderate to significant. Specific ability-based competencies required to satisfactorily perform the functions of the job include: 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 following standardized practices and/or methods; leading, guiding, and/or coordinating 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. The job is performed in some hazardous conditions and in varying atmospheric conditions.

Experience Job related experience is required.

Education High School diploma or equivalent.

Equivalency High school graduation or equivalent and one year of paid work experience in microcomputer repair

Required Testing

Job Related Proficiency Test

Continuing Educ./Training

None Specified

Certificates

Valid Driver's License & Evidence of Insurability

Clearances

Criminal Justice Fingerprint/Background Clearance

Tuberculosis Clearance

Pre-placement Physical

FLSA Status

Non Exempt

Approval Date

3/01/08

Salary Range

Classified 48