

OAK PARK UNIFIED SCHOOL DISTRICT
CLASS TITLE: COMPUTER TECHNICIAN
FTE- RANGE 18

DEFINITION:

This is a full time position, 40 hours/wk, 12 months

Salary: Range 18 on the Classified Salary Schedule

Provide technical Help Desk and on-site support to district users and maintenance to district systems, hardware and software applications.

EXAMPLES OF DUTIES

The description of duties is not intended to be an exhaustive list of all duties, knowledge or abilities associated with this classification, but is intended to accurately reflect the principal job elements.

- Provide technical support to users and maintenance to various systems, hardware and software applications
 - Interactive whiteboards, especially SMARTboards SMART Notebook software & SMART Peripheral equipment (document cameras, student response systems)
- Install, maintain, and repair computer equipment and peripherals (printers, document cameras, etc.) throughout the district
- Unbox, configure, deploy, and assist in remote management of iPads
- Diagnose and solve computer hardware, software, network access issues
- Assist users with access to wireless network, VOIP telephony, and access to other network services
- Create and deploy software packages using remote desktop management tools including JAMF/Casper Suite
- Provide technical assistance through OPUSD Help Desk system to coordinate effective resolutions for user problems
- Travel to various sites to provide tech support
- Maintain records, update inventory and service databases
- Maintain physical inventory storage
- Update webpages using a web content management system
- Interface with vendor tech support
- Attend training as directed by supervisor
- Perform related duties as assigned

EMPLOYMENT STANDARDS

Experience with:

- Mac OSX Desktop administration REQUIRED
- iOS device configuration, Mobile Device Management deployment best practices
- Tech support/ Troubleshooting
- Remote desktop management (JAMF/Casper Suite experience preferred)

- Networking concepts (TCP/IP and DNS) and integrating OSX devices into Microsoft Active Directory based network
- Diagnostic techniques and protocols
- Microsoft Office, iLife, iWork
- E-mail client support/ Microsoft Exchange / Outlook for Mac

Ability to:

- Communicate clearly and effectively
- Demonstrate patience, tact, and understanding with a variety of clients including those that are difficult or slow learning
- Schedule and coordinate personal workload and tasks without direct supervision
- Be punctual and meet commitments and due dates
- Work well under pressure
- Participate actively on project teams
- Understand LAN-related problems within area of expertise
- Troubleshoot hardware and software and provide Mac and PC support
- Install interactive whiteboards

Education and Experience:

High School Diploma

Experience with troubleshooting, management, and tech support for Mac OS, and iOS devices.

Experience with customer support.

Licenses and other Requirements:

Valid California Driver's License mandatory, and must have personal vehicle and up to date car insurance to travel between school sites.

ACMT (Apple Certified Macintosh Technician) highly preferred

ACSP (Apple Certified Support Professional) - beneficial but not required

ACTC (Apple Certified Technical Coordinator) - beneficial but not required

WORKING CONDITIONS:

Environment:

School computer lab/classroom/office environment

Tech office workbench

Physical Abilities:

Dexterity of hands and fingers to operate computer keyboards and manipulate cabling and tools; sight able to view monitors and read manuals; hearing and speaking to exchange information; lifting objects up to 60lbs; sitting, climbing, standing, bending, stooping, squatting and crawling.

Download Classified Application for this position at Oak Park USD website

<http://www.oakparkusd.org/jobs>