

COMPUTER MAINTENANCE TECHNICIAN

BASIC PURPOSE OF THE JOB CLASSIFICATION

To perform skilled work in the installation, maintenance, and repair of District computer equipment and associated networks; to respond to the needs and requests of PC computer users; to ensure efficient and smooth computer systems coordination and operation; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

Employees in this classification receive general supervision within an established framework of standard policies and procedures. Incumbents work assignments require considerable contact with administrators, students, classified staff, and certificated staff. Performance of these responsibilities requires attention to details, good communication skills, and sound judgment. An incumbent in this classification may be required to work overtime and may be on-call after regular work hours.

REPORTS TO

Assistant Superintendent, Curriculum/Technology

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

(The following information is descriptive and is not restrictive as to duties required)

- Installs, troubleshoots, repairs, and maintains a variety of complex computer and associated equipment, including computers and peripherals.
- Uses diagnostic software as necessary.
- Develops and maintains a preventative maintenance program for all District computer systems and associated equipment, i.e. printers, modems, and scanners.
- Services, adjusts, cleans, and lubricates equipment as needed.
- Inventories equipment and maintains appropriate records regarding location of equipment.
- Inspects and tests equipment and systems to determine problems, defects, and malfunctioning.

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EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES (continued)

- Repairs or replaces parts and components as necessary.
- Maintains an inventory of parts and supplies.
- Prepares and maintains records and reports related to inventory of equipment and maintenance and repair activities.
- Troubleshoots and analyzes computer hardware and software problems and repairs computer equipment as needed.
- Schedules and prioritizes work orders.

- Evaluates performance of equipment and recommends the purchase of new equipment and systems.
- Maintains and updates repair, parts, technical, and service manuals.
- Works with District employees and outside vendors to review site configurations, coordinating orders for computer equipment, supplies, and services.
- Provides training or coordinates outside training for staff.
- May assist other District staff with general set-up of technology equipment.

TYPICAL PHYSICAL REQUIREMENTS

Sits for extended periods; frequently stands and walks; stoops and crouches to pick up and move objects; ability to lift 50 pounds or carry objects weighing over 25 pounds; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communications; use a variety of tools and equipment including electronic test equipment, soldering iron, and various hand tools.

TYPICAL WORKING CONDITIONS

Work is normally performed in a variety of District facilities; continuous contact with staff, parents, and students.

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DESIRABLE QUALIFICATIONS

Knowledge of:

- Methods, equipment, and materials used in the installation, maintenance, and repair of computer equipment and systems.
- Basic electronics theory as used in the operation of various computer systems.
- Principles and techniques applied to the operation of a variety of PC computer systems and related peripheral equipment.
- Routine maintenance procedures and repair methods used in the upkeep of various PC computer systems and related peripheral equipment
- Working familiarity with various operating systems such as those used in Apple and IBM compatible equipment.

Ability to:

- Install and repair a variety of computers and peripheral equipment.
- Inspect and test equipment, determining repair needs.
- Safely and skillfully operate a variety of equipment, including electronic test equipment and hand tools.
- Evaluate equipment performance and provide recommendations for purchase.
- Analyze situations accurately and adopt an effective course of action.
- Maintain security and confidentiality of specified records and information.
- Understand and follow both oral and written directions.
- Prepare and maintain a variety of records and reports.
- Effectively communicate orally and in writing, using both technical and non-technical terms.
- Establish and maintain cooperative working relationships.

Training and Experience:

Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Three year's experience in the maintenance and repair of computer equipment.

Special Requirements:

Possession of a valid California Driver license.

The Rocklin Unified School District does not discriminate on the basis of color, race, religion, ancestry, national origin, age, sex, sexual orientation, gender, ethnic group identification, mental or physical disability in its educational programs, activities, or employment. All educational opportunities will be offered without regard to color, race, religion, ancestry, national origin, age, sex, sexual orientation, gender, ethnic group identification, mental or physical disability.

No person shall be denied employment solely because of any impairment which is unrelated to the ability to engage in activities involved in the position(s) or program for which application has been made. It is the responsibility of the applicant to notify the employer of any necessary modifications to the job or work site in order to determine whether the employer can reasonably accommodate any known disability.

**The Rocklin Unified School District
Maintains a tobacco-free, drug-free environment**