

St. Helena Unified School District

Position Description

Position: Library/Computer Technician	Position Number:
Department/Site:	FLSA: Non-Exempt
Reports to/Evaluated by:	Salary Grade: 114

**Summary**

Troubleshoots, and services networked computer workstations, video and multimedia, and related equipment and software used in administrative and instructional lab environments. Assists with installation and maintenance of software. Works with computer users to enhance skills and productivity through technical support, one-on-one instruction, and help functions.

**Distinguishing Career Features**

The Library/Computer Technician is part of a job family encompassing computer workstation and Library Support. The Library/Computer Technician supports networked and standalone workstations and common administrative, instructional software, and printers. The Library/Computer Technician requires the ability to perform basic network operations, data base management, perform basic hardware, and audiovisual trouble shooting and diagnostics. Advancement potential exists with additional competency in designing and delivering formal technical training and serving as an advanced user of software and network equipment used in St. Helena Unified School District.

**Essential Duties and Responsibilities**

- Demonstrates and provides technical assistance to administrators, teachers, staff, and students on using computers and software programs including remote access and on the proper use of peripheral electronic equipment use to enhance presentations and viewing.
- Assists with daily, weekly, monthly, quarterly and annual computer maintenance and backup tasks.
- Assists with correcting computer and printer problems.
- Downloads patches and upgrades to software when needed.
- Participates in troubleshooting to resolve network hardware and operations problems, including but not limited to connectivity, internet access, electronic mail and file servers.
- Implements protocols and procedural controls for operation of the network systems and the library media center.
- Works with the technology staff to install, configures, and maintain specialized software that supports courses offered by the schools. Tests software to ensure compatibility with the current operating environment and to equipment capability. Configures software to communicate with peripherals such as printers, modems, scanners, and screens.
- Assist the Library Media Specialist with circulation and general library media support.
- Provides basic troubleshooting of user problems with common desktop software, accessing databases, network and networked equipment, and e-mail.

- Schedules and sets up multimedia equipment for use in classrooms, meetings, and events. Advises staff and students on check-out procedures and use of equipment. Assures that audio-visual and sound system equipment functions properly.
- May provide guidance to student workers who provide basic technical support and are engaged in technology curriculum or assist in the library.
- Keeps up-to-date on trends associated with networked computer workstations and computing and provides input to technology planning, hardware and software purchases.
- Performs other duties as assigned that support the overall objective of the position.

**Qualifications**

▪ **Knowledge and Skills**

Requires working technical knowledge of personal computer operations, including the relationship and usage of various input and output components, business and education support software, and terminology. Requires a working knowledge of computer, video, and multimedia equipment diagnostics and repair. Requires a basic knowledge of operating systems. Must understand the protocols and procedures for setting up new equipment, troubleshooting and performing routine maintenance. Requires a basic understanding of local area networks for personal computers. Requires sufficient communication skills to provide individual instruction and technical assistance on the use of PC-based software for business, education, internet, utility, and connectivity. Requires sufficient writing skill to document technical procedures.

▪ **Abilities**

Requires the ability to set up, configure, and tune video and multimedia equipment used for classroom, public meetings, and conferencing. Must be able to terminate and connect Ethernet cables and connections between computers. Must be able to prioritize and organize work to meet deadlines and timetables. Must be able to give one-on-one training in the use of computers and business and instructional software.

▪ **Physical Abilities**

Requires ambulatory ability to move to various office and classroom-type locations and to bend, stoop, crawl and reach to install cables and equipment. Requires sufficient hand eye coordination and dexterity to make small component connections. Requires sufficient visual acuity to read technical documents and instructions and align small components. Requires sufficient auditory ability to carry on routine conversations. Requires the ability to lift, push, and pull objects of medium weight (less than 75 lbs.) on an occasional basis. Requires the ability to work in confined areas with noise variations, dust, and limited ventilation.

▪ **Education and Experience**

The position requires training and/or experience in the setup of networked computer workstations, user access, and providing technical support. A Microsoft Certified Professional or A+ certificate is preferred and may substitute for some experience.

▪ **Licenses and Certificates**

Job functions require a valid driver's license.

▪ **Working Conditions**

Work is performed indoors where some safety considerations exist from physical labor, positioning in cramped areas, and handling of medium weight and awkward materials.