MODESTO CITY SCHOOLS

Job Description

JC 1473

COMPUTER TECHNICIAN I

OVERALL RESPONSIBILITY

Under general supervision, install, maintain, repair and diagnose problems for computer systems, peripherals, and data communication equipment and install and upgrade systems applications software.

SPECIFIC RESPONSIBILITIES

1. Install technology hardware, including computers, peripherals and networked equipment; install software including operating systems and application software as directed.

2. Troubleshoot problems with computer hardware, operating systems and application software.

3. Report network problems to appropriate staff personnel.

4. Assist users in using computers, terminals and printers.

5. Identify equipment malfunctions and perform repairs.

6. Schedule and perform regular routine maintenance on all district computers, peripherals and networked equipment.

7. Maintain warranty information for all district computer hardware and software.

8. Maintain a log of all hardware serviced, repaired and loaned.

9. Maintain a log of all hardware and software installed.

10. Assist users in problem determination and solutions on site, remotely and via hotline.

11. Order and install replacement parts for district computers, printers and peripherals.

12. Maintain participation in CA DMV Assessment System/Automatic Pull Program.

13. Effectively communicate and maintain cooperative relationships with those contacted during the course of work.

14. Perform other related duties as assigned.

SALARY

Classified Unit Salary Schedule (Range 41)

QUALIFICATIONS

    Knowledge/Ability
      Minimum Requirements:
        Knowledge of the operation and limitations of computer systems and related equipment.
        Knowledge of computer operating systems, applications software packages and their use.
        Ability to perform equipment maintenance and to determine cause of malfunctions and make repairs without supervision.
        Ability to work with a minimum of supervision.
        Ability to lift 50 pounds.

COMPUTER TECHNICIAN I (continued)

<u>QUALIFICATIONS (continued)</u>

<u>Education</u>
Minimum Requirements:
High School diploma or General Education Development (GED) Certificate or California High School Proficiency Examination (CHSPE) Certificate.
Successful completion of a fundamental computer literacy course.
Successful completion of an accredited repair course.

<u>Experience</u>
Minimum Requirement:
Two (2) or more years' computer and related equipment repair experience.

Desirable Qualification:
Experience with DOS, Windows, Macintosh and network environments.

<u>Physical Requirements</u>
With or without the use of aids:
Sufficient vision to read small print.
Sufficient depth perception to work on computers and related equipment.
Sufficient hearing to hear normal and telephone conversations.
Ability to speak in an understandable voice and with sufficient volume to be heard at a normal conversation distance and on the telephone.
Sufficient dexterity to manipulate small objects, print or write legibly, or use a computer.
Sufficient physical ability to sit or stand for prolonged periods of time.
Sufficient physical ability to reach horizontally and vertically with arms.

<u>License</u>
Valid California Driver's License.

<u>Certificate</u>
Minimum Requirement:
Must provide a DMV printout within five (5) work days of offer of employment.

<u>REPORTS TO</u>:
Supervisor of Computer Systems

Board Approved: 1/18/00

Unit Approved: 5/6/05
Board Approved: 5/31/05