SAN GABRIEL VALLEY REGIONAL OCCUPATIONAL PROGRAM
1134 S. BARRANCA AVENUE, GLENDORA, CA 91740

COMPUTER TECHNICIAN

DEFINITION

Under the direction and supervision of the Executive Director of Technology, as part of a concierge service team providing excellent and immediate response to our partner districts and school sites, perform skilled work in Operating, maintaining, and troubleshooting a variety of equipment including but not limited to computers, printers, network servers, cabling, switches, and other networking equipment and peripherals. Provide basic desktop support services to maintain optimum system operations including preventative maintenance and management tasks (preventative maintenance). Assist in the implementation of support of local area network (LAN) security.

EXAMPLES OF DUTIES

1. Commits to honoring the Mission, Vision, and Values of the San Gabriel Valley ROP;
2. Keeps Executive Director of Technology Services informed of all matters material to the SGVROP regarding ongoing projects;
3. As part of a Concierge-level service team (assigned Districts and school sites), providing excellent and immediate response to our partner Districts and school sites;
4. Assist in developing, implementing, and coordinating new IT policies, processes, and procedures.
5. Maintain, assist in maintaining systems security; design, develop, modify, system security plan as needed, as differing threats may be encountered or discovered.
6. Serves Google Account Administrator or primary backup, to manage end-user accounts, groups, and site security (reset passwords; create, deletes, manages membership of groups; create and delete user accounts, etc.)
7. Serves as phone system (VoIP) Account Administrator or primary backup, to manage end-user accounts and site security.
8. Maintain revise and update records and inventory of equipment (hardware, cabling, servers, switches, phones), software, applications, VoIP, and maintain records on all computer installations and technology service requests; assign equipment to surplus as deemed obsolete, following all laws, policies, procedures.
9. Performs daily back-up and storage of data;
10. Set up and configure new and existing instructional and administration computers (PC and Mac); install new and/or replacement software; telephones; classroom technologies and related equipment
11. Respond to and troubleshoot hardware and software service requests and problems identified by users
12. Assist with basic repairs by replacing defective electronic or mechanical components, reassembling, and checking equipment for correct operation.

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Prior Board Approval: December 7, 2017

13. Respond, prioritize, and complete technology work order requests and/or service requests, and provide recordkeeping logs and/or reports.
14. Answer questions about computer equipment and network operations.
15. Configure and reformat systems.
16. Operate a variety of instructional equipment, including computer terminals, printers, and scanners.
17. Maintain computer lab in a safe, clean, and orderly condition.
18. Maintain confidentiality of all data on computers.
19. Repair cabling systems using wire cutters, crimpers, punch down tools, and other tools.
20. Replace cables and connections.
21. Provide training and instruct users in the use of programs and systems, and/or the basic care and operation of computers, monitors, printers, keyboards, and other related peripherals.
22. Provide on-site and remote customer support to maintain efficient operations of technology operations throughout the district.
23. Detect and repair or remove viruses, adware, spyware, and other malicious software, using antivirus and spyware removal software, as well as, other standard methods of removal.
24. Perform preventive maintenance on assigned equipment, assuring that school-site educational priorities will not be interrupted.
25. Prioritize emergency requests and calls for service.
26. Operate electronic testing and measuring devices, in diagnosing malfunctions of computer equipment and peripherals.
27. Use precision and power-hand tools.
28. Perform exact and precise work in the installation, repair, maintenance, overhaul, and adjustment of computer equipment and peripherals.
29. Travel and work at multiple district sites on a regular basis.
30. Perform related administrative support duties, such as, maintaining records and preparing reports on work completed.
31. Assist with special projects, as requested.
32. Use system imaging software.
33. Maintain technology bin inventory.
34. Create relocation forms and inventory lists for the technology department.
35. Perform related duties as assigned.

MINIMUM QUALIFICATIONS

EDUCATION AND CERTIFICATION:
1. An Associate's Degree in Computer Science or related subject matter, or Certificate of Completion from an approved trade school in computer repair or closely related field plus two or more years of general computer maintenance, installation, and repair work experience (of which 6 months providing direct IT Help Desk support required);

2. Certification (Desirable/Preferred): CompTIA A+ Certification; CompTIA Network +

EXPERIENCE:
1. Two (2) or more years of general computer maintenance, installation, and repair work experience, with 6-months of providing direct IT Help Desk support; or
2. Minimum of 6 months providing direct IT Help Desk support required, and an Associate degree or Certificate of Completion from an approved trade school in computer repair or closely related fields may substitute for one year of the required experience
3. Basic knowledge of computer networking systems, Mac OS, and TCP/IP networks.
4. Experience in managing Microsoft Server 2012R2- 2016 Local Area Networks, in a multi-platform environment.
5. Familiarity with common application programs and software installation procedures.
6. Skill and/or ability to troubleshoot and solve hardware or software problems.
7. Basic safety regulations and practices applicable to electrical and electronic equipment.
8. Basic installation and use of common computer software packages, printers, scanners, CD-ROM drives, and monitors.
9. Basic Internet applications, remote desktop software, virtual environment management.

KNOWLEDGE OF

1. Basic computer terminology, construction, and network operations for both PC and Macintosh.
2. Basic knowledge of computer networking systems, Mac OS, and TCP/IP networks.
3. Experience in managing Microsoft Server 2012R2- 2016 Local Area Networks, in a multi-platform environment.
4. Working knowledge of various operating systems including but not limited to, ChromeOS, OSx, Windows 7, 8, 8.1, and 10.
5. Working knowledge of various mobile operating systems, including but not limited to iOS and Android.
6. Working knowledge of various application suites for the Microsoft Windows environment, Google Apps for Education including web access and use applications.
7. Basic understanding of Microsoft Networking concepts.
8. PC hardware, software, and peripherals. Record keeping and report preparation techniques.
9. Proper transporting of systems for installation or repair.
10. Materials, methods, and tools, used in the operation and repair of a variety of computer, alarm, and phone systems.
11. Tools, equipment, practices, and methods of diagnostics, installation, adjusting, and repairing computer systems, peripherals, and classroom technologies.
12. General components and capabilities of network switches, routers, servers, and cabling.

13. Network operations, including hardware and software.
14. System procedures and terminology.
15. Operation of various computer components.
16. Cloning software such as GHOST, FOG, and ACRONIS.
17. General safety methods and procedures, including high voltage and electronics.
18. Basic DOS, Windows, and other computer operating system commands.
19. Interpersonal skills, including tact, patience, and courtesy.

ABILITY TO

1. Develop and maintain excellent customer service (excellent customer service skills)
2. Lifelong learner – learn and apply new concepts, techniques, attend ongoing training and professional development seminars.
3. Repair, maintain, and install a wide variety of microcomputers and peripheral equipment.
4. Train and provide technical support to users on computer operation, software, stand-alone and local area network systems.
5. Maintain a program of preventive maintenance.
6. Maintain records and files.
7. Schedule and perform work to meet established timelines.
8. Must work well with others (teams), and at times work independently with minimal supervision.
9. Establish and maintain effective and cooperative working relationships with others.
10. Gain knowledge of various designs of systems, hardware, software, and maintenance, and/or repair procedures.
11. Instruct staff on how to operate systems and perform basic troubleshooting techniques.
12. Develop and maintain good communication skills (Communicate effectively with others).
13. Must be able to multi-task while maintaining patience and flexibility;
14. Must be able to manage time effectively between multiple sites.

PHYSICAL ABILITY

While performing the duties of this job, the employee is frequently required to use hands or fingers for fine manipulation, or to handle, feel objects, tools or controls, talk, or hear. The employee is frequently required to walk, sit, stand, reach with hands and arms, climb or balance, and stoop, kneel, crouch, or crawl. Applicants must be able to repetitively use fingers, use both hands simultaneously, lift items weighing up to 50 lbs., push, pull, repeatedly bend or twist and/or apply pressure with wrists. The employee must speak clearly, hear well, and see small details clearly. Specific vision abilities required by this job include close vision, distance vision, depth perception, color vision, and the ability to distinguish shades, as well as, use a two-way radio for communication purposes.

WORK ENVIRONMENT

Employees in this classification work alone and with others, both inside and outside; use a computer and telephone, and may be subject to driving a vehicle to conduct work. Employees will be exposed to computers and other electronic equipment with potential exposure to electric shock. Reasonable accommodations may be provided to enable individuals with disabilities to perform the essential functions.

SALARY PLACEMENT

Classified Position
Schedule: Classified Salary Resolution, Range 23
FLSA: non-exempt
Work Calendar: 12-month work schedule
Benefits Eligible: per District's benefits program

This class description is not a complete statement of essential functions, responsibilities, or requirements. Requirements are representative of the minimum level of knowledge, skills, and/or abilities. Management retains the discretion to add or change typical duties of the position at any time.