

DUBLIN UNIFIED SCHOOL DISTRICT

COMPUTER TECHNICIAN I

GENERAL DESCRIPTION:

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

EXAMPLE OF DUTIES:

- Install technology hardware, including computers and peripherals; install software including operating systems and application software as directed.
- Document location and serial numbers of installed computers,
- Maintain warranty information for all district computer hardware and software.
- Maintain a log of all hardware and software installed.
- Maintain a log of all hardware serviced, repaired or loaned
- Assist users in using computers, terminals and printers.
- Assist users in problem determination and solutions on site and via help desk.
- Identify equipment malfunctions and perform repairs.
- Schedule and perform regular routine maintenance on all district computers, peripherals and data communications equipment.
- Order and install replacement parts for district computers, printers and peripherals.
- Effectively communicate and maintain cooperative relationships with those contacted during the course of work.
- Perform other related duties as assigned.

MINIMUM REQUIREMENTS:

Knowledge of:

- The operation and limitations of computers systems, pc's, hardware, software, and peripherals.
- Operating systems, applications software packages and its use.
- Business English including vocabulary, correct grammatical usage, and punctuation.

Ability to:

- Perform equipment maintenance and to determine cause of malfunction and make routine repairs without supervision.
- Work with a minimum of supervision and to establish and maintain cooperative working relationships
- Read, write, and communicate effectively in English.
- Prepare and maintain accurate and complete records and reports.
- Ability to lift 70 pounds.

Training and Experience:

- Two or more years of computer and related equipment repair experience.
- Experience with DOS, Windows, and network environments.
- Experience with Novell/NT operating systems desirable.
- Possession of a valid operator's license issued by the California Department of Motor Vehicles.

Education:

- High school diploma or General Education Development (GED) Certificate or California High School Proficiency Examination (CHSPE)
- A+ certification from an accredited vocational school and/or equivalent experience in computer repair.

SALARY PLACEMENT:

Range 24

Revised 7/12/04