

DUBLIN UNIFIED SCHOOL DISTRICT

COMPUTER TECHNICIAN II

GENERAL DESCRIPTION:

Following district technical standards install, maintain, repair and diagnose problems for computer systems, peripherals, data communication equipment and install and upgrade systems applications software.

EXAMPLE OF DUTIES:

- Provides back up support for network and server functions.
- Install technology hardware and software on local workstations and servers.
- Install and maintain peripherals such as printers, computers, network environment, and other related technology equipment.
- Assist users in using printers, computers, terminals and printers; assist users in problem determination and Solutions on site and as reported to the help desk.
- Identify equipment malfunctions and perform repairs.
- Run diagnostics software to identify and repair possible problems with workstations and servers.
- Schedule and perform regular routine maintenance on all district computer, peripherals, data communication equipment; including servers and network peripherals.
- Maintain user lists on servers at assigned sites.
- Proactively identify potential problems with client workstations, network hardware, and peripherals.
- 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, PCs, servers, network delivery, hardware, software, and peripherals.
- Basic PC and network connectivity.
- Documentation of network overview and changes made to network.
- Network and client operating systems including but not limited to Novell and Microsoft, application software Packages and its use.
- Business English including vocabulary, correct grammatical usage, and punctuation.

Ability to:

- Understand and implement complex oral and written directions; able to read, write and effectively communicate in English.
- Ability to work independently on projects through completion.
- Work with other technical personnel on highly sophisticated networked projects.
- Analyze complex administrative and data systems, identify problems and develop logical conclusions and effective solutions.
- Perform equipment maintenance, determine cause of malfunction, and make appropriate repairs without supervision.
- Communicate effectively to both technical and non-technical users.
- Establish and maintain effective working relationships with others.

Training and Experience:

- Three or more years of computer and related equipment repair experience.
- Experience with DOS, Windows, and network environments; basic understanding of network functions and servers; experience installing and administering computers to a local and wide area networks.
- 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 26

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