

DELANO UNION SCHOOL DISTRICT

Computer Technician I / II

Brief Description of Position:

- Level I:** Under direction, performs a variety of technical duties related to the installation, operation, and support of District microcomputer, multimedia, and related technologies.
- Level II:** Exhibits specialized skills over and above the requirements for the Level I position in a related area such as network cabling or telephone system maintenance
or
Assumes responsibility for planning and scheduling of the activities of one or more other Technicians on a regular basis under the direction of the Network Manager and Assistant Superintendent of Business

Administrative Relationship:

Works under the direction of the Network Manager and Assistant Superintendent of Business.

Major Duties and Responsibilities:

Level I:

- Troubleshoot system failures and malfunctions, determining whether the problem is system-related, hardware, software, or operator
- Identify, isolate, and resolve operational problems related to user hardware and software and the District data communication system
- Utilize appropriate portable test equipment and software to test microcomputers and related peripheral devices to identify and resolve problems on-site
- Act as liaison between users, vendors, and information system staff to resolve hardware and software problems
- Transport equipment to user work sites
- Install, maintain or support microcomputers, Chromebooks, iOS devices, Mobile devices and related peripheral devices as well as system and application software
- Install, maintain or support district supplied technology equipment
- Install, image and configure newly acquired PC's LAN workstations, Chromebooks, iOS devices, tablets and other related hardware.
- Perform minor LAN/WAN equipment troubleshooting
- Monitor and maintain computer system security; run and update anti-virus programs as needed; implement anti-virus solutions and security patches
- Assure that new equipment meets specifications called for by the District
- Provide information and basic training on operation and care of equipment when installing
- Provide technical advice
- Research and recommend viable system alternatives, products, and services to existing user configurations
- Tag equipment for inventory and maintain delivery, installation, and trouble call records
- Remove and dispose of or recycle obsolete equipment according to district policies
- Perform related duties as assigned

Level II:

Includes:

- Plan and execute cabling projects with other staff members as needed
- Perform or direct minor maintenance activities on District telephone system, including activities such as moving extensions and wiring for additional extensions
- Maintain records on hardware and software configurations, network performance and configurations.
- Maintain site or department LAN resources, and perform LAN maintenance and upgrades as requested by the Director of Technology.
- Serve as a technical lead to analyze, design, and implement more complex special projects as required and for other Site Computer Support Technician I's.
- Assist the Network Manager in the day-to-day operation of the District WAN with activities such as adding or moving users and adding applications to user profiles
- Install, configure, modify and maintain network equipment, components, cabling and devices; inspect, troubleshoot, diagnose and resolve network problems and malfunctions.
- Troubleshoot application problems – user errors, data corruption, etc.
- Assist users with data queries
- Assist in training site personnel on student information system and other applications
- Assist in setting up District procedures for student information system implementation

Qualifications - Level I and II:

Knowledge of:

- Microcomputer, iOS, Chromebook, technology and software systems
- Microcomputer iOS, Chromebook, installation, diagnosis, and repair practices and procedures and troubleshooting techniques
- Diagnostic and installation hardware and software
- Facilities and physical installation requirements for microcomputer equipment
- Safety practices and precautions
- Proper methods of storing equipment, materials, and supplies
- Basic principles of electronics

Level II – Includes:

- Extensive knowledge of network cabling equipment, supplies, and techniques
- Basic knowledge of telephone system installation and maintenance
- Knowledge of network equipment, installation and maintenance

Valid California driver's license

Experience/Education - Level I and II:

- Experience in installing and troubleshooting problems with microcomputer hardware, software, and related peripheral equipment.

Level II:

- Required: Five (5) years of experience as a Delano Union School District – Technician Level I

Includes:

- Experience in installation of network cabling
- Experience in maintaining telephone systems
- A + certificate or equivalent CompTIA certification or equivalent experience
- Extensive experience with computer application software, particularly District-supported applications such as office applications and student information system
- Experience in helping to manage a networked computer environment

Abilities - Level I and II:

- Analyze and diagnose malfunctions and technical problems
- Identify, isolate, and resolve technical network problems
- Provide recommendations regarding the purchase and enhancement of network equipment
- Install, test, and replace network links and equipment
- Learn the characteristics of new types and models of microcomputers and peripheral equipment
- Work effectively in the absence of immediate supervision
- Understand and follow oral and written instructions
- Communicate clearly and concisely, both orally and in writing
- Maintain effective and professional relationships with managers, staff, and vendors
- Maintain records and documents

Level II:

Includes:

- Ability to terminate Category - 6 or greater cable as well as Single-mode and multi-mode fiber
- Ability to test all types of network cabling with supplied testing equipment

Incorporated within one or more of the previously mentioned essential functions of this job description are the following essential physical requirements. The applicable numbers from the chart below best indicate what percentage of time is spent on each of the following essential physical requirements. The categories refer to the overall requirements on an annual basis.

1. Seldom = < 25% 2. Occasional = 25-50% 3. Often = 51-75% 4. Very frequent = > 75%

Number	Ability
<u> 3 </u>	Ability to stand for extended periods of time.
<u> 4 </u>	Ability to see for the purpose of reading laws and codes, rules and policies and other printed matter.
<u> 4 </u>	Ability to hear and understand speech at normal levels.
<u> 4 </u>	Ability to communicate so others will be able to clearly understand a normal conversation.
<u> 4 </u>	Ability to bend and twist, stoop, kneel, crawl, push, and pull.
<u> 2 </u>	Ability to lift 50 lbs.
<u> 2 </u>	Ability to carry 50 lbs.
<u> 3 </u>	Ability to reach in all directions.
<u> 1 </u>	Ability to work at heights.
<u> 2 </u>	Ability to ascend and descend a ladder.

Other Related Duties of This Position:

Other related duties as assigned.

Employee: _____ Date: _____

Authorized Representative: _____ Date: _____

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.