

## **COMPUTER REPAIR TECHNICIAN**

### **Purpose Statement**

The job of Computer Repair Technician was established for the purpose/s of repairing and maintaining computer hardware and related software; resolving immediate operational and/or safety concerns; and procuring and maintaining supplies and materials.

This job reports to Supervisor - IT Support

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### **Essential Functions**

- Assesses malfunctions of computer hardware and/or peripheral devices for the purpose of determining appropriate actions to maintain computer operations.
- Coordinates with other staff for the purpose of completing projects/work orders efficiently.
- Installs computer hardware, peripherals, and related application software for the purpose of maintaining safe and effective district and site operation including classrooms, library and computer labs.
- Prepares a variety of written materials (e.g. inventory control, procedures, etc.) for the purpose of providing written support and/or conveying information.
- Procures computer parts, supplies and materials for the purpose of ensuring the availability of items commonly required to repair computer hardware.
- Repairs computers, peripherals, network equipment and software, requiring specialized computer and electronics repair skills both on-site and in the repair shop for the purpose of maintaining computer and network equipment in a safe and functional operating condition.
- Requests quotations for the purpose of providing cost information, purchasing and securing items.
- Serves as liaison to software/hardware providers and outside repair services for the purpose of conveying and/or receiving information and coordinating district activities.
- Transports a variety of items (e.g. equipment, supplies, etc.) for the purpose of providing materials at job site or to bring equipment in for repairs.

### **Other Functions**

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

### **Job Requirements: Minimum Qualifications**

#### **Skills, Knowledge and Abilities**

SKILLS are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skill-based competencies required to satisfactorily perform the functions of the job include: adhering to safety practices; preparing and maintaining accurate records; and utilizing pertinent software applications and diagnostic methodologies.

KNOWLEDGE is required to perform algebra and/or geometry; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge-based competencies required to satisfactorily perform the functions of the job include: concepts of electronics; photoelectric process; and current generation operating and network systems; methods, procedures, materials and techniques used in the installation and maintenance of computer hardware and peripheral devices; hardware and software diagnostic equipment.

ABILITY is required to schedule activities, meetings, and/or events; gather, collate, and/or classify data; and consider a variety of factors when using equipment. Flexibility is required to work with others in a wide variety of circumstances; work with data utilizing defined but different processes; and utilize equipment under a variety of conditions for multiple purposes. Ability is also required to work with a diversity of individuals and/or groups; work with a variety of data; and utilize a wide variety of types of job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data may require independent interpretation; and problem solving with equipment is moderate to significant. Specific ability-based competencies required to satisfactorily perform the functions of the job include: displaying mechanical aptitude; adapting to changing work priorities; establishing effective working relationships; communicating with diverse groups; being attentive to detail; and working under time constraints.

**Responsibility**

Responsibilities include: working under limited supervision using standardized practices and/or methods; providing information and/or advising others; and operating within a defined budget. Utilization of some resources from other work units is often required to perform the job's functions. There is a continual opportunity to have some impact on the organization's services.

**Working Environment**

The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling; frequent stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 50% sitting, 30% walking, and 20% standing. This job is performed in a generally clean and healthy environment.

**Experience** Job related experience with increasing levels of responsibility is desired.

**Education** Targeted job related education that meets organization's prerequisite requirements.

**Equivalency** None Specified

**Required Testing**

None Specified

**Certificates & Licenses**

Apple Care Certification is required within 4 months of hire

**Continuing Educ. / Training**

None Specified

**Clearances**

Criminal Justice Fingerprint/Background Clearance

**FLSA Status**

Non Exempt

**Approval Date**

3/12/2008

**Salary Grade**

Classified 69

I HAVE READ AND UNDERSTAND THE SCOPE OF THE JOB AND HOLD THE MINIMUM REQUIREMENTS:

Employee Name (Please Print): \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_