

JOB DESCRIPTION
San Leandro Unified School District

Computer Technician

Purpose Statement

The job of Computer Technician is done for the purpose/s of supporting the educational process with specific responsibilities for maintaining computer and network equipment in a safe and functional operating condition; providing technical and operational support to end-users; resolving immediate operational and/or safety concerns; and perform data access protection processes.

This job reports to Director of Technology, Assessment, Research & Evaluation or assigned administrator.

Essential Functions

- Assesses malfunctions of computer hardware and/or software applications for the purpose of determining appropriate actions to maintain computer and network operations.
- Assists in the training of end-users for the purpose of ensuring success in utilizing the technology available to them.
- Assists department with system backups and system recoveries for the purpose of safe guarding data and maintaining the integrity of the network.
- Creates computer scripts and applications for the purpose of enhancing operations.
- Enforces security and procedural policies and practices for the purpose of conforming to established protocols and ensuring network integrity.
- Installs computer hardware, peripherals, and network equipment and application software for the purpose of maintaining safe and effective district and site operation including classrooms, library and computer labs.
- Maintains data lines, thin-client terminals and printers, etc. for the purpose of ensuring proper access and working conditions.
- Maintains a variety of files and records (e.g. schedules of service impacting events, passwords, licenses, work orders, etc.) for the purpose of providing an up to date reference and audit trail.
- Maintains technology equipment (e.g. computers, laptops, tablets, smart phones, printers, etc.) for the purpose of ensuring the availability of devices in safe operating condition.
- Oversees junior techs for the purpose of ensuring that assignments are completed in a safe, proper and timely manner.
- Participates in meetings for the purpose of conveying and/or gathering information required to perform functions.
- Prepares a variety of written materials (e.g. IT ticket service requests, inventory control, procedures, service requests, schedules, etc.) for the purpose of documenting activities, providing written reference and/or conveying information.
- Procures equipment, supplies and materials for the purpose of maintaining availability of required items and completing jobs efficiently.
- Provides technical and operational support to District staff for the purpose of meeting the needs of personnel and ensuring secure operations.

- Repairs computers, peripherals, network equipment and software, requiring specialized computer and electronics repair skills for the purpose of maintaining computer and network equipment in a safe and functional operating condition.
- Responds to Help Desk inquiries for the purpose of resolving problems, providing information and/or referring to appropriate personnel.
- 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.
- Upgrades computers, peripherals, network equipment and software applications (e.g. installation, testing, configuring, etc.) for the purpose of meeting the computer processing needs of the users.
- Warehouses computer parts, supplies and materials for the purpose of establishing an inventory of items commonly required to repair computer hardware.

Other Functions

- Assists in the development, implementation, modification and evaluation of district/school site technology plans for the purpose of supporting activities.
- 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 routinely 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.

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 computer electronics and technology; current generation operating systems and network protocols.

ABILITY is required to schedule activities, meetings, and/or events; gather and/or collate 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 and similar 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 similar types 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 requires independent interpretation of guidelines; 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; working under time constraints; and meeting deadlines and schedules.

Responsibility

Responsibilities include: working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; Utilization of some resources from other work units may be 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 jobs functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling, frequent stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 70% sitting, 15% walking, and 15% standing. The job is performed under conditions with some exposure to risk of injury and/or illness.

Experience Job related experience within a specialized field is required.

Education Bachelors degree in job-related area or equivalent.

Equivalency

Required Testing

Pre-Employment Proficiency Test

Certificates

A+ Certification or Equivalent

Driver's License & Evidence of Insurability

Continuing Educ./Training

Maintain appropriate certificates/licenses

Clearances

Criminal Justice Fingerprint/Background

Clearance

TB Screen

FLSA Status

Non Exempt

Approval Date

June 11, 2019

Salary Range

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