

## **Escondido Union High School District Job Description**

**Job Title:** Computer Support Technician  
**Employee Unit:** Classified Bargaining Unit  
**Job Family:** Maintenance and Operations  
**FLSA Status:** Nonexempt  
**Salary Level:** Range 26  
**Approved By:** Board of Education  
**Approved Date:** 12/07/10

### **NATURE OF WORK:**

Under the direction of the Director of Technology and assigned supervisors, performs the repair, maintenance and support of a variety of computers and technology peripherals. Assists with the connectivity of computers to the network. Will help manage various educational software and online resources.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Maintains, troubleshoots, repairs and supports computers and technology peripherals.

Maintains and is responsible for the records of related information such as licenses, hardware and software inventories, operating instructions, contact information, policies, etc. that relate to the support of the computers.

Responsible for the organization, allocation and implementation of the hardware and software resources within his/her area of responsibility.

Manages the educational technology (such as software and online resources). Is directly responsible for the configuration and management of site, teacher and student accounts related to these resources.

Maintains a well organized work area and ensures both software and hardware tools are available and in good working condition.

Assists in the review and selection of hardware and software solutions as they relate to technological support.

Performs other duties as assigned.

### **SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**KNOWLEDGE OF:**

Diagnostic procedures, computer systems and related peripherals; how to install, configure, maintain and support computer software. Knowledge of LCD projection systems, audio/visual systems, presentation systems, document cameras, VHS and DVD systems, printers, scanners, and other related equipment. Experience with online and local computer applications.

**CERTIFICATES, LICENSES, REGISTRATIONS**

Valid California Driver's License

**EDUCATION and/or EXPERIENCE:**

High school diploma or equivalent to completion of high school; a minimum of two years experience in the field of computer maintenance and repair.

**ABILITY TO:**

Ability to quickly diagnose and quickly repair computer related problems. Ability to operate diagnostic equipment and software. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, procedure manuals and diagrams. Ability to understand and interpret verbal communication; effectively present information and respond to questions from groups of managers, teachers, clients, customers, vendors and contractors.

Ability to work with mathematical concepts. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Ability to define problems, collect data, establish facts and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; stoop, kneel, crouch, or crawl; and talk or hear. The employee frequently is required to stand, walk, reach with hands or arms, and climb or balance. The employee is frequently required to sit. The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

**COMMENTS**

This position requires the ability to perform a number of tasks on a variety of equipment, and time management skills to effectively maintain a preventative maintenance schedule while responding to work orders. The position requires people skills that allow the employee to effectively communicate and interact with a wide variety of individuals such as Supervisors, Administrators, Outside Technical Support, Teachers, Staff, Students and members of the Technology Department.