



JOB DESCRIPTION

JOB TITLE: Technician (Computer Network)

Position Type: Classified	Department: Information Services and Technology
Salary Schedule: Classified	Reports to: Computer Network Technician Supervisor
Salary Range: 30	Location: 18400 N 51 st Avenue
Term of Employment: 12 Months	Date: September 28, 2021
Shift: Day	Approved by: Human Resources

POSITION SUMMARY:

Performs District computer hardware repairs. Supports and assists in computer hardware and software installation and replacement. Working knowledge of computers and computer repair in a network environment is essential.

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.

ESSENTIAL FUNCTIONS:

- Assists clients on site performing troubleshooting and repairs to District computers, printers and A/V equipment, as required, in a timely manner. This includes preventive/corrective maintenance.
- Performs repairs at a bench and in the field.
- Provides first level end-user support on site or remote via help desk for hardware and software district wide.
- Utilizes help desk software to create/update customer requests in an accurate and well detailed manner.
- Answers help desk phones to assist clients remotely using remote connection software.
- Working in the warehouse, receives and prepares new incoming computer equipment for deployment.
- Independently installs or relocates computer equipment, such as PCs, printers, and other associated hardware at district locations.
- Install and configure Windows/Chrome/iOS based operating systems and software.

- Works with Google Admin Console, performs Powerwash, OS updates, and OS installs, uses Chrome built-in diagnostics.
- Working knowledge of support of mobile devices (iPads, Chromebooks, Laptops).
- Working knowledge of basic network related terminology and devices, with the ability to troubleshoot network connectivity issues.
- Works well in a team environment and can provide feedback to the team when working independently.
- Analytical Skills: Computer repair techs need to be able to solve issues that might not have a clear solution.
- Must be able to accept, follow and carry out instructions and direction from supervisors.

MARGINAL DUTIES:

- Other job related duties as assigned by the supervisor.
- Assist other personnel as may be required for the purpose of supporting them in the completion of their work activities.

SUPERVISORY RESPONSIBILITIES:

- None

SKILLS/ABILITIES/KNOWLEDGE/WORK STYLE:

- Ability and desire to provide outstanding customer service.
- Ability to work effectively under time constraints.
- Ability to identify network or device issues impacting multiple users or campuses and communicate to teammates and other department groups to collaborate and resolve.
- Must be able to comply with District's attendance standards as described in established guidelines. Must be punctual.
- Must maintain a well-groomed appearance and follow the DVUSD Dress Code.
- Must be a team player and get along well with others.
- Must be highly organized with the ability to multitask.
- Must be detailed-oriented and self-motivated.
- Handwriting must be legible.
- Must have excellent communication skills.
- Must have excellent memory and ability to function well under stress.
- Must demonstrate an extremely high regard for confidential and sensitive information.
- Must demonstrate flexibility, common sense, and good judgment.
- Ability to work with District personnel on the care and maintenance of technology.
- Must have ability to keep abreast of information pertinent to the job.
- Ability to read and interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to write routine reports and correspondence.

- Ability to add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, discounts and percent and to draw and interpret bar graphs.
- Ability to solve practical problems and deal with a variety of concrete variables in standardized situations.
- Ability to effectively present information in one-on-one and small group situations.
- Interpersonal relation skills required.
- Must have working knowledge of computers, mobile devices and computer networking.
- Ability to operate specific equipment or tools.
- Must have proficiency with Microsoft Word and Excel.

CERTIFICATES, LICENSES AND REGISTRATIONS REQUIRED:

- Must have authorization to work in the United States as defined by the Immigration Reform Act of 1986.

EDUCATION AND/OR EXPERIENCE:

- High school diploma or general education degree (GED).
- Minimum two years' experience working in technical support providing the following:
 - Installation of hardware and software systems
 - Maintaining or repairing computer related equipment
 - Troubleshooting a variety of Apple, Chrome, & Windows computer issues and mobile devices
 - Technical support on-site or via phone or email
- Equivalent combination of education and experience.
- Thorough understanding of computers, networking and network operating systems.

PHYSICAL DEMANDS:

- Regularly required to stand, use hands to finger, handle, or feel objects, tools, or controls, reach with hands and arms, and talk or hear.
- Must be able to lift and/or move up to 50 pounds.
- Must be able to walk long distances and stand for extended periods.
- Must be able to sit or stand at a desk and answer phones for extended periods.
- Must be able to perform repetitive tasks for extended periods.
- Must frequently climb a ladder, or balance, stoop, kneel, crouch or crawl, and taste or smell.
- Must have close vision, distance vision, normal color vision, peripheral vision, depth perception, and ability to adjust focus.

ENVIRONMENTAL CONDITIONS:

- The noise level in the work environment is usually moderate.

COMMENTS:

This job description is intended to be representative of the work performed by employees in this position and is not all-inclusive. The omission of a specific duty or responsibility will not preclude it from the position if the work is similar, related, or a logical extension of position responsibilities as defined by the supervisor.

This is a temporary management guide tool, subject to change.