JOB DESCRIPTION

JOB TITLE: **TECHNICIAN I (PC/Network)**

Position Type: **Classified**	**Department: Information Services & Technology**
Salary Schedule: **Classified**	**Reports to: Manager of Technical Services or designee**
Salary Range: **Range 32**	
Term of Employment: **12 months**	Date: **July 1, 2020**
Shift: **Day**	Approved by: **Human Resources**

POSITION SUMMARY:
Hires must demonstrate a mastery level of proficiency of CNT skills which includes general workstation, network procedures and duties.

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:
- Working knowledge of computer operating systems and networking.
- Collaborates with Campus Network Technicians (CNT) to troubleshoot advanced hardware and software issues.
- Performs repairs and preventive maintenance to District computer, printing / scanning and audio / video equipment as required, in a timely manner.
- Uses workstation management suite to Image, Install and Update Software, plug-ins and OS updates and modify software to work on our network.
- Maintains an adequate inventory of parts for all computer repair and coordinates purchases of parts and supplies from appropriate vendors.
- Creates software bundles for mass deployment
- Tracks all repairs of District equipment in Web HelpDesk for periodic review.

MARGINAL DUTIES:
- Other job related duties as assigned by the supervisor.
- Performing special technology-based assignments and providing feedback as to the effectiveness of both the tasks and the impact to district processes.
- 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:
- Must be detailed-oriented, self-motivated and possess critical thinking skills.
- Working knowledge of Novell and Windows networks.
- 3 to 5 years' experience troubleshooting Apple and Windows Compatible hardware.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Ability and desire to provide outstanding customer service.
- Ability to work effectively under time constraints.
- Must be able to comply with District's attendance standards as described in established guidelines.
- 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.
- 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.
- 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 basic knowledge of computers.
- Ability to operate specific equipment or tools.
- Must be able to work within budget guidelines.
- Must be able to work independently.
- Knowledge of basic computer theory.
- Knowledge of specific policies and regulations established by the district desirable.

CERTIFICATES, LICENSES AND REGISTRATONS 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).
- One to three months computer related experience and/or training.
- Experience trouble shooting and repairing Windows compatible and MacIntosh computers.
- Equivalent combination of education and experience.

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 frequently climb or balance, stoop, kneel, crouch or crawl, and taste or smell.
- Must have close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- Must occasionally lift and/or move up to 50 pounds.
- Must be physically able to move/install computer hardware.

ENVIRONMENTAL CONDITIONS:

- The noise level in the work environment is usually moderate.
- While performing the duties of this job, the employee is occasionally exposed to risk of electrical shock.

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.