



JOB DESCRIPTION

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

Position Type: Classified	Department: Information Services & Technology
Salary Schedule: Classified	Reports to: Manager of Technical Services or Designee
Salary Range: Range 38	
Term of Employment: 12 months	Date: April 13, 2017
Shift: Day	Approved by: Human Resources

POSITION SUMMARY:

Hires must demonstrate a mastery level of proficiency of Tech I skills which includes advanced 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.
- Maintains rapport and elicits problem details from Computer Network Tech's (CNT) to maintain the district's computer hardware and software.
- 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.
- Creates district workstation standard image including policy management.
- Works with hardware and software vendors to troubleshoot and fix product related issues (workstation).
- Develops and provides training for Campus Network Technicians (CNT).
- Provides technical design, support, troubleshooting, configuration and testing of voice, data and video systems.

- Performs and coordinates design requirements for voice, video and data projects and provides technical consultation.

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.
- 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.
- 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.
- 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.
- Knowledge of advanced network and workstation fundamentals.
- 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 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).
- One to three months 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.