

North Kingstown School Department

FUNCTIONAL JOB DESCRIPTION

Job Title:	Computer Technician
Department:	Information Technology
Reports to:	Network Manager
Supervises:	n/a

Description of job:
<p>SUMMARY OF RESPONSIBILITIES:</p> <p>Installs, configures, troubleshoots, and repairs computer and network hardware, software and peripherals.</p> <p>ESSENTIAL FUNCTIONS:</p> <ul style="list-style-type: none"> • Perform computer and/or network troubleshooting to isolate and diagnose problems. • Repair, reconfigure, or upgrade hardware (e.g. computers, printers, servers, and network equipment) and software components in a timely and efficient manner. • Install new hardware and software as directed by the Network Manager. • Consult with vendors' technical support on difficult problems. • Provide users with technical support in a friendly and professional manner, responding to the needs and questions of users concerning the use and functionality of the hardware and software used to support their roles in the school department. • Recommend ordering of parts and software needing replacement or upgrade. • Coordinate with the Network Manager and staff to maintain a ready inventory of parts and supplies to increase speed and efficiency of support calls. • Learn the intricacies of new software, operating systems, and/or hardware as necessary. • Create software images for the various available window and apple computer plat forms. • Complete warranty repairs for computers: troubleshoot, order parts, complete repairs and paper work. • Repair windows and apple desktop computer hardware and software problems with minimal supervision. <p>Additional responsibilities as assigned by the Network Manager</p>

Protective Personal Equipment:					
Classification:	Sedentary:	Light:	Medium: X	Heavy:	Very Heavy:
<i>Classification Key:</i>					
<i>Sedentary – Exerting up to 10 lbs. of force occasionally; negligible amount of force frequently to lift, carry, push/pull or otherwise move objects;</i>					
<i>Light – Exerting up to 20 lbs. of force occasionally and/or 10 pounds of force frequently or negligible amounts of force constantly to move objects;</i>					
<i>Medium – Exerting 20 lbs. – 50 lbs. of force occasionally; 10 lbs. – 20 lbs. frequent; and/or greater than negligible up to 10 lbs. of force constantly to move objects;</i>					
<i>Heavy – Exerting 50 lbs. – 100 lbs. of force occasionally; in excess of 50 lbs. frequently; 10 lbs. – 20 lbs. of force constantly to move objects;</i>					
<i>Very Heavy – Exerting in excess of 100 lbs. of force occasionally; and/or in excess of 50 lbs. of force frequently; in excess of 20 lbs. of force constantly to move objects.</i>					
Driving Requirements:	None:	Manual: own vehicle	Automatic: own vehicle		

Work Environment			
Floor Surface:	Tile and/or Carpet		
Inside:	100%	Outside:	
Lighting:	Fluorescent or Incandescent		
Vibration:	N/A		

North Kingstown School Department

PHYSICAL DEMANDS

LIFTING						
Maximum weight lifted: up to 50 pounds occasionally						
WEIGHT	Never	Occasionally	Frequently	Constant	Heights	Description of object
0 – 10 lbs.		X				
10 – 20 lbs.		X				
20 – 35 lbs.		X				
35 – 50 lbs.		X				

CARRYING						
Maximum weight carried: up to 50 lbs.						
WEIGHT	Never	Occasionally	Frequently	Constant	Distances	Description of object
0 – 10 lbs.		X				
10 – 20 lbs.		X				
20 – 35 lbs.		X				
35 – 50 lbs.		X				

PUSHING/PULLING						
Maximum push/pull: 35 lbs.						
WEIGHT or FORCE	Never	Occasionally	Frequently	Constant	Distances	Description of object
0 – 10 lbs.		X				
10 – 20 lbs.		X				
20 – 35 lbs.		X				
100 + lbs.	X					

ACTIVITY	Never	Occasionally	Frequently	Constant	Comments
Sitting		X			
Standing			X		
Walking			X		
Bending			X		
Twisting			X		
Crawling		X			
Kneeling		X			
Squatting		X			
Climbing		X			
Reaching – Vertical		X			
Reaching – Horizontal			X		
Grasping		X			
Pinching		X			
Manual Dexterity			X		
Fine Dexterity		X			

FREQUENCY KEY: Never (0%); Occasionally (0 – 33% of shift); Frequently (34-66% of shift); Constant (67 – 100% of shift)

North Kingstown School Department

Qualification Requirements:

To perform this job successfully, an individual must be able to perform each of the above noted essential duties 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.

Education and/or Experience:

Bachelor's degree in a related field with appropriate certifications preferred. Associates degree with three years or more experience in troubleshooting computer hardware and software or an equivalent combination of education and/or experience.

License/Certificate/Certification:

IT certificate program preferred.

Technological and/or Technical Skills:

Demonstrated proficiency in working independently and collaboratively with district software (i.e. Microsoft Office, server and desktop operating systems and various specialty packages) and hardware (i.e. printers, desktops, lap tops, servers, switches and routers)

Communication Skills:

- Demonstrated ability to draft clear and concise correspondence
- Ability to compose and/or present written or oral reports as needed
- Ability to communicate effectively with all levels within the organization including administration, staff and peers

Planning Skills:

Ability to effectively prioritize and execute a variety of complex duties with minimal supervision

Interpersonal and Problem solving skills:

Ability to interact with administration and staff in a pleasing manner. Ability to effectively handle issues utilizing a personable problem solving approach.

Terms of Employment:

Twelve month year. Salary in accordance with the contractual agreement between the North Kingstown Educational Support Professionals and the North Kingstown School Committee.

North Kingstown School Department

Evaluation:

Performance of this job will be evaluated in accordance with the North Kingstown Educational Support Professionals Contract.

Date: 10/2015