

Job Title: Computer Technician 2
Reports to: Computer Service Manager
Work Schedule: Up to 8.0 hours per day, Up to 260 days per year
Salary: Salary Schedule #06 – D – Non-Represented 6

Job Summary:

The Computer Technician 2 is responsible for repairing, upgrading, and maintaining Marysville School District computer equipment; assisting staff with system software, proper use of equipment, and system upgrades; and problem diagnosis of individual software/hardware while working in a team environment to ensure instructional and MIS systems operate at peak efficiency under the direction of the Computer Service Manager.

Essential Job Functions:

This list of essential job functions is not exhaustive and may be supplemented as necessary. Depending upon individual assignment, the employee may perform all or a combination of several of the following duties:

- Problem solving, training, and computer operating systems support
- Maintain all district standard computer equipment
- Perform preventative maintenance on computer equipment
- Maintain current applicable certifications
- Research third party peripherals and alternative computer equipment
- Maintain updated knowledge on school policies and procedures that affect this position
- Add printers to user profiles
- Install District Approved Software
- Troubleshoot computer and printer network connectivity
- Assist Network, Server, & IT Project Manager as appropriate
- Maintain consistent presence at assigned worksite and regular work hours
- Professionally interact with students, staff, and public
- Comply with all district policies and procedures
- Perform related duties as assigned

Desired Skills:

- Knowledge in repairing Windows computer systems
- Knowledge of and ability to operate imaging software for computer systems
- Knowledge of and ability to troubleshoot Internet Protocol (TCP/IP) issues
- Knowledge in installing, configuring, and repairing Windows Client and Server computer systems
- Extensive knowledge of Windows XP operating system
- Ability to remain flexible and work effectively and efficiently under pressure and with continuous interruptions
- Ability to work effectively and politely with students, parents, and staff, especially in conflict situations
- Ability to absorb and update to rapid changes in the technology field
- Ability to maintain a high degree of confidentiality and ethical standards
- Ability to use good judgment in evaluation situations and making decisions
- Ability to carry 50 pounds for 100 feet

Minimum Qualifications:

- High School diploma or equivalent (documentation required at time of application)
- Two years of experience in providing services including repair, training, and/or systems design
- Two years of Vocational/Technical School or other appropriate advanced training in the fields of computer repair and/or other technology issues
- A+, Net+ Certification desired
- Ethernet network experience (Windows 2003 and 2008 Server) desired
- Valid Washington State driver's license and provide own vehicle
- Computer Technician's tool kit (specialty tools not required)
- Experience and/or training with cultural, ethnic, and language diversity preferred
- Successful Washington State Patrol and Federal Bureau of Investigation Fingerprint Clearance
- Proof of Immunization (if born 1/1/57 or later)

- I-9 Employment Eligibility in compliance with the Immigrations Reform and Control Act
- Completion of all district-required trainings within thirty (30) calendar days from hire date

Work Environment:

The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. Work is typically performed in an office, department, and school environment. The employee is confined to a work area; required to have precise control of fingers and hand movements; experiences constant interruptions and inflexible deadlines; and must be able to crouch, crawl, bend, kneel, and lift/move objects such as files, boxes, etc. The employee may experience exposure to hazardous materials, is required to deal with a wide range of student and teacher behaviors that may include anger and frustration, is exposed to infectious diseases carried by children, and is required to have the physical strength and stamina required for the installation of equipment and the ability to drive in all kinds of weather conditions. The noise level in the work environment is acceptable to this particular environment and can vary depending upon daily activity but will remain within acceptable ranges.

Evaluation:

The Computer Technician 2 shall be evaluated periodically by the Computer Services Manager pursuant to the currently established district procedures and evaluation criteria. The process shall include an evaluation of the employee's performance of the above essential job functions.

Classification History:

Job description developed September 2011.

Job description revised April 2012.

Job description revised November 2017.

Job description revised June 2018.