

SCHOOL DISTRICT OF NEWBERRY COUNTY

JOB DESCRIPTION

TITLE: Computer Technician

FLSA: Exempt

GENERAL SUMMARY

Provides technical assistance for the district's information technology program. Installs computer equipment and hardware, performs repairs, upgrades and maintenance, installs software, troubleshoots technical problems, provides user training, and performs related technical duties. Reports to the Director of Information Technology.

ESSENTIAL FUNCTIONS

Provides computer and network technical assistance including equipment and hardware installation, setup, configuration, upgrades, repairs, troubleshooting, etc. Assists in resolving user concerns relating to projects.

Coordinates the repair, maintenance and installation of computer equipment and networks; reviews work requests, prepares work orders, schedules and assigns work orders, logs and tracks work in process or completed, and prepares reports.

Coordinates network installation; acts as a liaison between vendors and school staff, schedules network transitions and supervises network device installations and configurations.

Provides technical assistance, installs software, establishes menus, implements security and back-up procedures for end users, and provides in-service training to all local and remote users.

Maintains computer equipment inventory; determines new equipment placement, old equipment reassignment, and equipment repair tracking.

Develops and maintains appropriate records including files, work orders, requests for proposals, reports, plans, notices, etc.

Provides support and training for public and internal web applications.

Develops and maintains appropriate records including files, equipment specifications, manuals, invoices, diagrams, etc.

Interacts and communicates with various individuals and groups in the performance of duties such as co-workers, school personnel, vendors, etc.

Operates general office equipment such as a computer, projector, video players and televisions, copiers and calculators; operates a vehicle in traveling to district locations; utilizes hand tools in installing/repairing computer equipment.

Performs other related duties as required.

JOB SPECIFICATIONS

Education and Experience:

High school diploma with two years technical school or computer related servicing and experience with computer networks; or any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

Knowledge:

Extensive knowledge of stand-alone and networked computers and peripheral devices, hardware, software, and operations (Novell, NetWare, LAN, WAN). Knowledge of related software applications being used by end users. Knowledge of the records and reports which must be prepared and maintained. Knowledgeable in the use and operation of computers/networks and the entry and maintenance of related information and data. Possesses knowledge of effective training methods.

Skills/Effort:

Ability to understand and execute moderately complex oral and written instructions. Ability to understand and apply district policies and procedures. Ability to provide effective training, guidance and instruction to equipment users. Ability to establish and maintain effective working relationships with vendors, staff employees and the general public. Good verbal and written communication skills. Ability to perform duties effectively and accurately while maintaining schedules and deadlines. Skilled in applying responsible attention to detail. Ability to prepare and maintain an assortment of records and reports. Ability to use general office equipment such as computer, calculator, etc. Ability to safely operate a vehicle.

Working Conditions:

Conducts duties in an office environment with little significant exposure to environmental conditions. Physical demands are restricted to office and computer service work requiring the lifting/moving of items weighing up to fifty pounds. Frequent local travel required. Job requires the operation of standard office equipment, hand tools, a vehicle and computer equipment.

Responsibility:

Budgetary responsibility as assigned.
No supervisory responsibility.

DISCLAIMER STATEMENT

This job description is not intended as a complete listing of job duties. The incumbent is responsible for the performance of other related duties as assigned/required.

SIGNATURES:

_____	Date: _____
_____	Date: _____
_____	Date: _____