Jordan School District
CLASSIFIED JOB DESCRIPTION

Job Title: **Computer Repair Support Technician (V37)**   Job Family: 06

Department: Information Systems   Lane Placement: **10**

Supervisor's Title: Director of Information Systems   Contract: 245 Days
                    Network and Technical Services Manager

FLSA Classification:_____Non-Exempt_____   Hours per Day: 8

Department Approval: _~Ken Bird~_   Date: _10/5/16_

ADA Review: _~Janele Masten~_   Date: _12.5.16_

Human Resource Approval: _~Bixby~_   Date: _12-5-16_

Superintendent Approval: _~Anthony~_   Date: _1/5/17_

Original date:_11/86_   Revised:_02/89_   Revised:_06/95_   Revised:_03/09_   Revised:_11/16_

GENERAL FUNCTION

The incumbent is responsible to follow all policies and guidelines as detailed by District policy.

Under the supervision of the network and technical services manager, the **Computer Repair and Support Technician** acts as a level II technician to perform Districtwide maintenance, repair and support of personal computers, computer peripherals and other hardware and ensures basic operation and network connectivity of those devices. Incumbent oversees and maintains computer preventive maintenance program for the District and advises District personnel in utilization, maintenance, and repair of computer equipment. Incumbent acts as a District liaison with suppliers, vendors, and service sources of computer products and computer repair products.

ESSENTIAL FUNCTIONS

- Act as a level II technician to analyze, diagnose, research, troubleshoot and repair malfunctioning personal computers, terminals, servers, computer peripherals and other related hardware.
- Identify and appropriately implement correct diagnostic tool or procedure to resolve hardware problems. Install, upgrade and configure computers, peripherals, system boards, hard drives and other components. Provide hardware and troubleshooting support for servers.
- Restore computers to full operation following hardware failure, repairs and/or upgrades, including installation and configuration of associated software.
- Assist in the workstation configuration, set-up, and basic troubleshooting of computer labs and associated networks.
- Assists in troubleshooting and ensuring end user operation and connectivity to the local and wide area network in a wired and wireless environment.
- Maintain records to track and update computer repair requests and solutions. Provide reports and feedback as needed.
- Responsible for implementation of computer preventive maintenance program.
- Research and determine required parts, tools and equipment to be purchased for maintenance and repair. Establish a computer parts inventory based on item turnover frequency and produce required inventory usage reports. Work directly with vendors of computer related equipment and parts to maintain system and improve diagnostic procedures.
- Plan, design and implement a Districtwide computer preventive maintenance program.
- Responsible for scheduling own time to maximize effectiveness of limited personnel and District resources. Coordinate work with department and District employees to resolve ongoing issues as needed.
- Research and recommend new computer technology and system designs. Provide input regarding costs associated with computer upgrades.
- May administer vendor self-services programs to provide District personnel access to track parts, orders and warranties.
- Keep current on hardware and software technology. Attend trainings as approved.
- Travel throughout the District and outside the District as needed. Will use personal vehicle to travel to locations.
- This position requires punctual and regular daily attendance.

NON-ESSENTIAL FUNCTIONS
- Other duties as assigned.

- This description should not be construed to contain every function/responsibility that may be required to be performed by an incumbent assigned to this position.
- Incumbent is required to perform other related functions as assigned. Other related functions can be performed for no more than 20% of an employee's normal workweek (i.e. eight (8) hours per week, or thirty-two (32) hours per month).

QUALIFICATION REQUIREMENTS
- Incumbent must be fingerprinted and clear a criminal background check.
- Will be subject to pre-hire and random drug testing.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education, knowledge and experience requirements; the machine, tools and equipment used; and any licenses or certifications required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

Minimum Job Qualifications:
- Requires a High school diploma, GED or equivalent as reviewed by the Department of Human Resources. Verification may be requested.
- Requires an Associate's Degree with successful completion of courses in computer repair, electronic technology, computer information systems or equivalent areas of study PLUS two years of successful related job experience or an equivalent combination of education and experience.
- A+ repair certification preferred.
- Strong understanding of computer system design, installation and repair.
- Must be proficient and skilled at analyzing, diagnosing and repairing personal computers, terminals, networks, and computer peripherals.
- Must have skill in programming sophisticated database storage and retrieval systems.
- Ability to interface various computer components to produce working systems and computer networks.
- Requires proven skill in set up, maintenance, troubleshooting and repairing network problems, both hardware and software.
- Must understand technical language use in repair manuals and other technical resources.
- Must have well developed interpersonal and communication skills. Interacts with vendors and other sources that provide technical support. Consults with all levels of District staff.
- Must demonstrate conceptual skills in adapting computer capabilities to school and administrative needs.
- Must be self-motivated and proactive in completing tasks with minimal direction.
- Requires a valid driver's license that allows incumbent to legally operate a motor vehicle in Utah.

NOTE: The Administration reserves the right to require specific training for this position. However, depending upon the type and quality of prior work experience and availability of formal training programs, some exchanges can be made between training and experience.

Machines, Tools & Equipment Used:
- Computer hardware, software and related peripheral equipment.

Physical Requirements – Not limited to the following:
- Frequent carrying up to 30 pounds and lifting from floor to waist of up to 40 pounds. Occasional floor to shoulder lift up to 70 pounds and gripping up to 60 pounds.
- Frequent crawling, driving a vehicle, fine motor dexterity and balancing on icy surfaces.
- Occasional kneeling up to one hour and using hand tools.
- Occasional, continuous typing and using a mouse up to five hours.

- Occasional (0-33%)   Frequent (34-66%)   Constant (66-100%)
- Physical ability to perform the essential functions listed above with or without reasonable accommodation.
- Possess the physical, mental and emotional stability to work under stressful condition, including but not limited to: deadlines, contract requirements, inspection requirements and interaction with critical personnel.

NOTE: *This list of essential and marginal functions and of physical requirements is not exhaustive and may be supplemented in accordance with the requirements of the job.*