

Location:	Metropolitan Education District (MetroED) 760 Hillsdale Avenue, San Jose CA 95136
Reports To:	Information Technology Manager
Classification:	Classified; CSEA Bargaining Unit
Date Approved:	06/11/2008; 02/12/2020 pending
Dates Revised:	03/1995, 06/11/1997, 08/17/2016, 07/29/2019
Position Control:	#142209, 142210, Salary Schedule 2, Range 31, 12 Month Work Year

POSITION DESCRIPTION:

Under the limited supervision of the IT Manager, the Computer/Network Technician performs installation and maintenance of personal computers, application software, communications equipment and related peripherals in a networked environment; works closely with the Network Specialist on issues relating to the technical support of end-user computer systems and/or network connectivity; coordinates and oversees work of outside vendors and assigned help, when required; involved in a variety of administrative scheduling and computer repair activities for the District's computerized equipment.

AREAS OF RESPONSIBILITIES/DUTIES:

Essential Functions:

- Monitors and responds to District's Technical Support Requests (TSRs)
- Identifies computer system and/or network connectivity problems, completes as appropriate
- Performs preventative maintenance for software and hardware issues
- Resolves technical issues on end-user computers performs disk drive optimizations, new computer installations, setups and file management procedures
- Performs diagnostics and repairs on computer problems (i.e., disk drive failures, memory parity errors, video problems, printer failures, network troubleshooting, etc.)
- Installs software and hardware upgrades; configures changes to existing systems
- Creates disk drive images using ghosting/cloning techniques
- Provides on-site district-wide technical support for all end-user computer issues related to the district's student information system, including printer connectivity issues
- Provides audio/video support for scheduled meetings and other presentation events
- Assists the Network Specialist in establishing and maintaining network interfaces
- Capable of selecting, installing and integrating complete software application operating systems utilizing cross-functional integrations.
- Pulls, installs and tests network Ethernet cabling terminated to patch panels or other integrated connectors
- Performs directly related duties as required and assigned.

EMPLOYMENT STANDARDS

Knowledge of:

- Advanced computer maintenance techniques, software and hardware diagnostic tools
- Hands-on training techniques in repair and maintenance
- Appropriate administrative forms and procedures for work scheduling, repair parts inventory, documentation and quality control procedures
- Word processor, spreadsheet, database, graphics, communications applications from Microsoft and other major software vendors such as Google Chrome and G Suite Applications
- LANs and WANs concepts
- Motherboards, hardware memory, disk drives, upgrading equipment, software, repair and replacement of parts and components

Ability to:

- Establish parts inventory, vendors, and coordinate relationships between administration and vendor base
- Obtain, organize, research and develop techniques to keep current on computer repair technology
- Provide technical instruction on both a one-to-one and a group level
- Organize and prioritize work tasks
- Work effectively with a diverse group of internal and external customers with diplomacy, friendliness, poise and firmness if required
- Understand and carry out oral and written instructions
- Communicate clearly in oral and written form
- Lift and move heavy boxes and equipment weighing up to 30lbs

MINIMUM QUALIFICATIONS:

Specific knowledge required to satisfactorily perform the functions of the job include:

License:

Must possess a valid California Driver's License and/or be able to provide own transportation in conduct of work assignments

Education and Experience:

- Any combination equivalent to: Graduation from high school or technical training organization specializing in Computer sciences. Minimum of three years of progressively responsible employment in related technical activities.
- Formal computer training (computer repair school, trade school, community college) with competencies in diagnostic tools, file management utilities, software tools, security applications and Batch files experience;
- Previous Windows and Apple server training preferred

METROPOLITAN EDUCATION DISTRICT

Computer/Network Technician

Expectations:

The District places a high value on employees that are enthusiastic, cooperative, resourceful and knowledgeable, possess and display a strong work ethic and a customer-service and positive attitude. Employees are expected to understand and support the District's mission, strategic objectives, policies and goals.

PHYSICAL REQUIREMENTS:

Incorporated within one or more of the essential functions of this job are the following essential physical requirements

- Incumbents regularly stand and sit for long periods of time
- Walk short distances on a regular basis
- Operate a computer keyboard or other office and technical equipment
- Reach with hands and arms, bend, twist, stoop, kneel, or crouch; speak clearly and distinctly over telephones and to provide information
- See to observe students and to read fine print and operate computer; hear and understand voice over telephone and in person
- Lift materials weighing up to 20 pounds and move and transport materials weighing up to 30 pounds

Date: _____

Signed: _____
Employee Signature