

CONTRA COSTA COUNTY OFFICE OF EDUCATION

CLASS TITLE: PRINTER SUPPORT TECHNICIAN

RANGE: 22

BASIC FUNCTION:

Under the direction of the Network Administrator, install, maintain and repair printer equipment, peripherals, and networks to prevent service interruption; provide help desk support and instruct personnel in the operation of printers, peripherals, and related equipment.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Execute scheduled Check Print processes.

Fold, Seal and Sort Checks for distribution.

Secure Signature Keys when not in use.

Provide regular reports on check print quantities for inventory and printer maintenance purposes.

Install, maintain and repair all Munis printer equipment (cleaning, toner replacement) and related peripherals; review and prioritize printer work orders.

Follow HP recommended service.

Monitor Printer Supplies and re-order as needed.

Check Stock for AP (Accounts Payable Checks).

Check Stock for PR (Payroll Checks).

MICR Toner.

Assist with training backup operators as needed for coverage

OTHER DUTIES:

Provide recommendations of replacement and upgrades of printers and print drivers.

Consult with vendors, service providers and technical support regarding purchase of printer parts, status of repairs and software and hardware related questions.

Provide usage reports for printers.

June 2011

Provide Munis Support for desktop configuration related issues (GDC, Silverlight, .Net, Java).

Assist with providing desktop support to Stewart Building.

Maintain training laptops (Images, Cleaning, Set-up for Training).

Participate in the set-up, recording, and troubleshooting of video conferences and video conference equipment and software.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Principles, theories, materials and equipment used in the installation, operation and maintenance of local area and wide area printers and copiers.

HP Laserjet Printer maintenance and repair

Procedures of software and hardware configuration and optimization.

Audio-visual equipment repair techniques.

Record-keeping techniques.

Technical aspects of field of specialty.

Oral and written communication skills.

Laws, rules and regulations related to assigned activities.

Inventory methods and practices.

Proper methods of storing equipment, materials and supplies.

ABILITY TO:

Perform skilled work in the repair, maintenance and installation of a variety of computerized equipment and peripherals.

Configure and troubleshoot various IP Video Conference Software/Hardware.

Provide technical assistance and support to system users.

Train users in the use of network and stand-alone printers and copiers.

Troubleshoot and repair basic system malfunctions and maintain system operation.

Research and recommend new system software and hardware.

Make routine equipment adjustments and perform routine maintenance on audio-visual equipment.

Communicate effectively both orally and in writing.

Plan and organize work.

Maintain records and reports related to assigned activities.

Establish and maintain cooperative and effective working relationships with others.

Work independently with little direction.

Meet schedules and timelines.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by college-level course work in information technology or related field and two years experience in the installation, maintenance and repair of computer systems, peripherals and related equipment.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor environment.

Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate hand tools, computer keyboards and other assigned equipment.

Reaching overhead, above the shoulders and horizontally.

Sitting or standing for extended periods of time.

Lifting and carrying moderately heavy equipment.

Bending at the waist, kneeling or crouching.

Seeing to perform computer repair duties.