**CONTRA COSTA COUNTY OFFICE OF EDUCATION**

**CLASS TITLE: COMPUTER TECHNICIAN**

**RANGE: 18**

**BASIC FUNCTION:**

Under the direction of an assigned supervisor, install, maintain and repair computer equipment, peripherals, and networks to prevent service interruption for an assigned program; provide technical support, training and troubleshooting for various computer and network systems; diagnose and resolve hardware and software problems.

**REPRESENTATIVE DUTIES:**

ESSENTIAL DUTIES:
Install, maintain and repair computer equipment and related peripherals; review and prioritize work orders; prioritize and respond to emergency service calls.

Provide technical support and troubleshooting for various computer and network systems; diagnose and resolve hardware and software problems; replace hard drives, motherboards/logic boards, disk drives, video cards, modems, keyboards and other peripherals as needed; reinstall operating systems as needed; set up Internet access and e-mail and network accounts as assigned.

Install, configure and maintain networks, network infrastructure and related equipment; assist schools in the implementation of networks; install hubs, wiring and cables to buildings through walls, attics, and rooftops.

Provide instruction to staff in the operation and care of assigned equipment and software; assist site staff with the selection and installation of new software and upgrades; prepare effective training materials.

Provide recommendations of replacement and upgrades of operating systems and software; perform upgrades on older computer equipment; obtain quotes and provide estimates on large jobs; maintain records of equipment and malfunctions.

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

Coordinate technology needs of staff meetings and presentations; consult with administration to determine needs for staff in-services; set up laptops and audio-visual equipment.

Assist in the maintenance and repair of augmentative and assistive devices used in special education classes as assigned by the position.

Maintain related logs and records related to assigned activities; receive and respond to e-mails in a timely manner; maintain inventory of hardware and software.

**November 2005**

Operate a variety of hand and power tools; perform equipment tests using specialized equipment; drive a vehicle to sites to conduct work

OTHER DUTIES:
Assist other departments on special projects as assigned.

Maintain current knowledge of technological advances in the field.

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES**:

KNOWLEDGE OF:
PC and Mac computer hardware systems, software applications and languages utilized.
Materials, methods and tools used in the operation and repair of computer and network systems.
Principles, theories, and maintenance of telecommunications, LAN and WAN technologies.
Procedures of software and hardware configuration and optimization.
Record-keeping techniques.
Technical aspects of field of specialty.
Oral and written communication skills.
Applicable 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.
Provide technical assistance to computer systems users.
Troubleshoot and repair system malfunctions and maintain system operation.
Research, analyze and recommend new system software and hardware.
Make routine equipment adjustments and perform routine maintenance.
Communicate effectively both orally and in writing.
Prioritize and schedule work.
Maintain records and prepare reports.
Establish and maintain cooperative and effective working relationships with others.
Work independently with little direction.
Plan and organize work.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: graduation from high school supplemented by college-level course work in computer science 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.
Climbing ladders and working from heights.
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.

HAZARDS:
Working at heights.
Working in a cramped or restrictive work chamber.