

JTED COMPUTER REPAIR TECHNICIAN

QUALIFICATIONS

A. REQUIRED

- High school diploma or GED
- Experience with Microsoft Windows 95, 98, NT, 2000, or XP
- Vocational/technical training in maintaining and troubleshooting personal computers and computer networks
- One year of related computer experience. Experience may include coursework in computer repair or hands-on work experience, or a combination of coursework and work experience
- Possession of current Arizona driver's license at the time of hire
- Equivalent combination of education/training/experience

B. DESIRED

- Previous experience in a school setting
- Experience with Macintosh OS
- Apple printer certification
- Microsoft and/or Novell or network training
- A+ certification

SUMMARY

Work involves the repair and maintenance and coordination of service and availability for district or site computers and computer-related equipment. Regular attendance is necessary to perform the essential functions of this position.

Reports to: CTE Director

ESSENTIAL FUNCTIONS

- Repairs or obtains repair services for computer and related hardware; repairs are performed both at service facility and on-site
- Installs new computer hardware and/or software
- Installs upgrades to existing computer systems
- Provides operational and software support to users, including hands-on training, as needed
- Researches and recommends purchases of new equipment and software
- Obtains vendors for wholesale equipment, parts, and accessories
- Maintains troubleshooting/problem-solving skills appropriate for existing and new hardware
- Obtains documentation and test equipment necessary for repairs
- Establishes service reports for installations, maintenance and repair of other AV equipment
- Establishes and maintains procedures for identifying non-functioning computers and related hardware
- Maintains identification and location of computers and related hardware within the District



JTED COMPUTER REPAIR TECHNICIAN

- Maintains a status record on non-operational computers and related hardware within the District
- Establishes and maintains service facility for in-house equipment repair
- Uses critical thinking skills and considerable exercise of initiative in problem analysis and system development and implementation
- Maintains inventory and parts records
- Exhibits patience, courtesy and tact when dealing with others
- Assists in the compilation of reports in accordance with established procedures
- Creates and maintains websites
- Promotes and supports district wide educational advancement in 21st Century skills
- Integrates knowledge and skills that are relevant to the 21st Century
- Performs other related duties as assigned

MENTAL AND PHYSICAL REQUIREMENTS

- Ability to reach, stoop, bend, twist and carry up to 60 pounds
- Ability to concentrate for extended periods of time
- Ability to remain seated for extended periods of time
- Ability to perform tasks requiring manual dexterity
- Ability to operate a motor vehicle
- Ability to sort, file and distribute documents
- Ability to use strong written and verbal communication skills
- Ability to climb ladders and stairs