

**CAMPBELL COUNTY SCHOOLS
CLASSIFIED JOB DESCRIPTION**

ADOPTED: April, 2017

TITLE: Computer/Device Technician

QUALIFICATIONS:

- **Education/Experience:** Any combination equivalent to a degree in Computer Information Science or related field and/or two years of experience in network administration, computer programming or computer technical support.
- **Knowledge/Skills:**
 - Diagnostic techniques and procedures used in computer and peripheral repair
 - Computers and technical aspects of LAN and WAN operation and maintenance
 - Computerized and electronic equipment including computer/mobile device, peripherals and other data communication equipment.
 - Methods, equipment, and tools used in the skilled repair and servicing of computer equipment.
 - Organizational skills.
 - Basic record keeping techniques.
 - Ability to analyze situations accurately and adopt an effective course of action
 - Interpersonal skills using tact, patience, and courtesy.

REPORTS TO: Chief Information Officer

JOB GOAL: Provide strategic direction and action related to the technical aspects, operations and implementation of technology systems and services required to support and sustain the operational and instructional needs established.

PERFORMANCE RESPONSIBILITIES:

1. Perform a variety of skilled and technical duties related to the installation, repair, alteration and maintenance of computers, mobile devices, printers and other peripheral equipment; schedule repairs or installations
2. Inspect, isolate and diagnose system malfunctions and determine appropriate repair procedures; replace defective parts and restore to proper operation of equipment; analyze and resolve general software malfunction.
3. Install device hardware systems and software, including upgrades and enhancements.
4. Provide assistance, information and technical expertise to faculty, administrators and students regarding the safe and proper operation, care and maintenance of technology equipment.

5. Maintain records of computer and network repairs, materials used, moving and installation activities and work orders; maintain records of maintenance supplies used; maintain an adequate spare parts inventory.
6. Respond to user requests for assistance and malfunction correction; provide technical information and assistance on site and in a timely manner; prioritize critical needs. Research software manuals and contact software and hardware manufacturers for information and assistance; explain and demonstrate source of error to user if appropriate to avoid repeated malfunction
7. Work collaboratively with LAN Administrator and other district staff to ensure operational and instructional technology needs met as established in the district and school plans.
8. Install computers and technology equipment at District sites.
9. Lift heavy objects
10. Maintain confidentiality of data and information.
11. Serve as a member of the District Technology Committee
12. Other duties as assigned by supervisor.

TERMS OF EMPLOYMENT: Work schedule to be established. Salary established by the Board of Education.