

# LAS LOMITAS ELEMENTARY SCHOOL DISTRICT

## JOB DESCRIPTION

### COMPUTER SUPPORT TECHNICIAN

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#### **BASIC FUNCTION:**

Under the direction of the Director of Technology, perform a variety of technical duties in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, peripherals and network systems and equipment maintained by District.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Install, configure, modify, maintain, troubleshoot, diagnose and repair computer hardware and software to ensure the smooth running of designated computer systems; install new systems and modify existing systems to accommodate new hardware and software.
- Troubleshoot, diagnose and resolve problems with peripheral equipment including printers, printer cables, scanners, hubs, operating systems and others; connect workstations to network using TCP/IP and install related software on workstations and servers.
- Install, configure, maintain, repair and ensure proper operation of network systems; install and configure hubs, routers and switches; maintain network system security, servers and databases; troubleshoot, diagnose and resolve system malfunctions and problems.
- Perform a variety of network administration activities including establishing and maintaining user accounts, passwords, e-mail accounts, Internet connectivity, back-ups and designated programs and systems.
- Utilize computers and peripheral equipment to input data, provide links to data and generate a variety of computerized records, reports, labels and a variety of other materials as required; initiate queries, compile information, process reports and manipulate data as appropriate.
- Prepare backup data files in accordance with established procedures; monitor available system disk space; move files as necessary to provide for program running; run anti-virus programs as appropriate; restore user files as necessary.
- Communicate with administrators, personnel and various outside agencies to exchange information, coordinate activities and resolve issues or concerns.
- Monitor inventory levels of supplies and equipment; assist in ordering, receiving and maintaining inventory of supplies and equipment.

#### **OTHER DUTIES:**

- Perform related duties as assigned.

#### **REQUIRED QUALIFICATIONS:**

##### 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 of experience in the installation, maintenance and repair of computer systems, peripherals and related equipment.

##### Knowledge of:

- Principles, methods and procedures of installing, operating, maintaining and repairing computers and peripheral equipment.
- Database structures, on-line applications and system capabilities of assigned computer systems.
- Manual instructions, sufficient to enable quick and accurate diagnosis of difficulties.
- Hardware and software applications utilized by the organization.
- Technical aspects of network system installation, configuration, operation, maintenance and repair.
- Materials, methods and tools used in the operation and repair of computer and network systems.

- Data control procedures and data entry operations.
- Oral and written communication skills.
- Interpersonal skills using tact, patience and courtesy.
- Record-keeping and report preparation techniques.
- Technical aspects of field of specialty.

Ability to:

- Perform a variety of technical duties in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, peripherals and network systems.
- Troubleshoot and repair system malfunctions and maintain system operation.
- Monitor and evaluate network systems to ensure proper operation.
- Input data into an assigned computer system and generate computerized records and reports as required.
- Interpret, apply and explain rules, regulations, policies and procedures.
- Prepare backup data files in accordance with established procedures.
- Communicate effectively both orally and in writing.
- Establish and maintain cooperative and effective working relationships with others.
- Determine appropriate action within clearly defined guidelines.
- Understand and follow oral and written instructions.
- Plan and organize work.
- Meet schedules and time lines.

**WORKING CONDITIONS:**

Work Environment:

- Indoor/Outdoor Environment.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Dexterity of hands and fingers to operate a computer keyboard.
- Hearing and speaking to exchange information.
- Lifting, carrying, pushing or pulling heavy objects as assigned by position.
- Sitting for extended periods of time.
- Seeing to view a computer monitor.
- Reaching overhead, above the shoulders and horizontally to reach supplies.
- Bending at the waist, kneeling or crouching.

The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed.

Board Approved: 05/12/99, 02/09/05, 02/14/18

FLSA Status: Non-Exempt