COMPUTER TECHNICIAN II

Position Details
Class Code: 1556
Job Family: Information System
Classification: Support Professional
Terms of Employment: Pay Grade 55 on the Support Professional Salary Schedule
FLSA STATUS: NON-EXEMPT

Position Summary
Under general supervision, installs desktop and laptop computers and peripheral devices and provides advanced troubleshooting skills and systems support for users.

Essential Duties and Responsibilities
This list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.

1. Installs Clark County School District-standard hardware, software, peripheral and non-computer equipment, and technology upgrades.
2. Troubleshoots and repairs or replaces client hardware.
3. Maintains accurate reporting of work performed using enterprise-level ticket tracking systems such as CA Service Desk Manager (SDM).
4. Identifies architectural and design issues related to technology.
5. Participates in the research and evaluation of software and hardware based on given parameters.
6. Participates in the development of new specifications for computers, software, and peripherals.
7. Actively participates in inventory management database of hardware and software.
8. Uses various client imaging technologies and techniques for operating systems such as Windows and Macintosh Operating System (Mac OS).
9. Maintains competency in current operating systems, desktop computer hardware, and peripherals used in the District.
10. Diagnoses printer problems and disassembles and repairs printers.
11. Uses advanced logical problem determination skills and procedures to isolate faults in computer and peripheral software, hardware, and communications and implements the repairs.
12. Assists users in all phases of computer systems.
13. Maintains microcomputer applications, communications, and utility programs.
14. Conforms to safety standards, as prescribed.
15. Performs other tasks related to the position, as assigned.

Distinguishing Characteristics
Involves all aspects of microcomputer support and advanced troubleshooting skills.

Knowledge, Skills, and Abilities (Position Expectations)
1. Knowledge of microcomputer operating systems.
2. Knowledge of wired and wireless local area networks (LAN) and wide area network (WAN).
4. Knowledge of computer software applications.
5. Skilled in use of common technology tools such as multi-meters and cable scanners.
6. Ability to effectively communicate users.
7. Ability to use various methods, procedures, and techniques used in implementing, maintaining, and fine-tuning hardware, software, communications and databases.
8. Ability to work cooperatively with students, employees, other departments, and the public.
9. Ability to maintain professional demeanor.
10. Ability to recognize and report hazards and apply safe work methods.
11. Possess physical and mental stamina commensurate with the responsibilities of the position.
Position Requirements

**Education, Training, and Experience**
High school graduation or other equivalent (i.e., General Educational Development (GED), foreign equivalency, etc.); and, five (5) years of work experience directly related to this position in providing operations and support assistance, and troubleshooting communications between desktop computers, and related systems; or,

Two (2) years of college with major area of study in information technology (IT) related technologies such as, management information systems (MIS), computer science (CS), etc.; plus, three (3) years of work experience directly related to this position in providing operations and support assistance, and troubleshooting desktop computers, and related systems.

**Licenses and Certifications**
1. A valid driver’s license that allows the applicant/employee to legally operate a motor vehicle in Nevada. License must be maintained for the duration of the assignment.
2. Copy of current driving history (dated within six (6) months from the date printed) issued by the Department of Motor Vehicles at time of application or Qualified Selection Pool (QSP) placement and at time of interview prior to final selection.

**Preferred Qualifications**
Industry certification in computer maintenance such as Computer Technology Industry Association (CompTIA) A+ certification

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**Document(s) Required at Time of Application**
1. High school graduation or other equivalent (i.e., GED, foreign equivalency, etc.).
2. College transcript(s), if applicable.
3. A valid driver’s license that allows the applicant/employee to legally operate a motor vehicle in Nevada.
4. Copy of current driving history (dated within six (6) months from the date printed) issued by the Department of Motor Vehicles.
5. Specific documented evidence of training and experience to satisfy qualifications.
Examples of Assigned Work Areas

Clark County School District Technology and Information Systems Services (TISS) Division, User Support Services Department, and other locations throughout the District; travel to and from schools and other District office settings.

Work Environment

Strength
Strength: Sedentary/medium – exert force 20-50 lbs., occasionally; 10-25 lbs., frequently; up to 10 lbs., constantly.

Physical Demand
Frequent sitting, standing, walking, pushing, pulling, stooping, kneeling, climbing, crouching, reaching, handling, and repetitive fine motor activities. Mobility to work in a typical office setting and use standard office equipment. Stamina to remain seated and maintain concentration for an extended period of time. Hearing and speech to communicate in person, via video conference and computers, or over the telephone. Vision: Frequent near and far acuity, and color vision. Vision to read printed and online materials, a Video Display Terminal (VDT) screen, or other monitoring devices.

Environmental Conditions
Climate-controlled classroom and office settings and exposure to weather with temperatures ranging from mild/moderate to extreme cold/heat. Exposure to noise levels ranging from moderate to loud for occasional to frequent time periods.

Hazards
Furniture, playground/office equipment, communicable diseases, chemicals and fumes (as related to specific assignment), and power/hand-operated equipment and machinery (as related to specific assignment).

Examples of Equipment/Supplies Used to Perform Tasks
District-issued/personal vehicles, various computers, printers, modems, telephones, fax machines, drills, punch-down tools, digital multi-meters, laser communication devices, and data system and communications test equipment, hand and power tools used in the installation and repair of communication systems.
AA/EOE Statement
This employer does not knowingly discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, disability, or national origin.

Job Revision Information
- Revised: 02/12/20
- Created: 05/10/12