Computer Technician – Entry-Level

Position Details

Class Code: 1552
Job Family: Information Systems
Classification: Support Professional
Terms of Employment: Pay Grade 52-B on the Support Professional Salary Schedule
FLSA STATUS: NON-EXEMPT

Position Summary

Under direct supervision, receives on-the-job training and experience interfacing with computers/peripheral devices, and providing systems support for Clark County School District users.

Essential Duties and Responsibilities

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

1. Assists in providing technical support to users regarding client hardware and software.
2. Assists in installing District-standard hardware, software, peripherals, and non-computer equipment upgrades.
3. Assists in interfacing peripheral devices with computers.
4. Maintains competency in current operating systems, desktop computer hardware, and peripherals used in the District.
5. Assists in troubleshooting, repairing, and replacing client hardware, including Windows/Macintosh desktops and laptops.
6. Assists in maintaining District microcomputer security standards.

7. Assists in maintaining accurate reports of work performed using enterprise-level ticket tracking systems such as CA Service Desk Manager.
8. Assist users with network security issues such as file system rights, account access, and password maintenance.
9. Assists in maintaining inventory control of parts required for repairs or replacements.
10. Assists in performing field support at District schools/facilities.
11. Assists in identifying computer software, hardware, and communication problems.
12. Assists in configuring hardware and software to match environment.
13. Conforms to safety standards, as prescribed.
14. Performs other tasks related to the position, as assigned.

Distinguishing Characteristics

Involves working knowledge of Windows and Apple Macintosh computers, including multimedia peripherals (i.e., interactive whiteboards, projectors, document cameras, etc.)

Knowledge, Skills, and Abilities (Position Expectations)

1. Knowledge of Windows and Macintosh systems.
2. Knowledge of client imaging technologies for Macintosh Operating System (Mac OS) and Windows computers.
3. Knowledge of network printer configuration and support.
4. Knowledge of computer software packages (i.e., Microsoft Office, Adobe Acrobat, etc.)
5. Knowledge of networking concepts such as directory and file rights, account creation, and network security.
6. Knowledge of communications between computers, peripherals, and networks.
7. Skilled in the use of common hand tools such as pliers, screwdrivers, etc.
8. Ability to complete the User Support Services technician curriculum.
9. Ability to maintain professional demeanor.
10. Ability to work independently, establish priorities, meet deadlines, and handle pressure.
11. Ability to read and interpret complex materials.
12. Ability to replace computer and peripheral components.

13. Ability to effectively communicate with and assist users.
14. Ability to relate well with students, employees, and the public.
15. Ability to recognize/report hazards and apply safe work methods.
16. Possess physical and mental stamina commensurate with the responsibilities of the position.

Position Requirements

Education, Training, and Experience
1. High school graduation or other equivalent (i.e., General Educational Development (GED), foreign equivalency, etc.)
2. Previous work experience in microcomputer support.

*This is a temporary position.
*There are no employee benefits attached to this position.

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 (DMV) at time of application or Qualified Selection Pool (QSP) placement and at time of interview prior to final selection.

Preferred Qualifications
Industry certification(s) in computer maintenance, such as Computing Technology Industry Association (CompTIA) A+, Network+, Security+ certifications.

Document(s) Required at Time of Application
1. High school transcript or other equivalent (i.e., GED, foreign equivalency, etc.)
2. Copy of a valid driver's license that allows the applicant/employee to legally operate a motor vehicle in Nevada.
3. Copy of current driving history (dated within six (6) months from the date printed) issued by the DMV.
4. Specific documented evidence of training and experience to satisfy qualifications.

Examples of Assigned Work Areas

District facilities – offices and schools (i.e., classrooms, mechanical equipment rooms, etc.)

Work Environment

Strength
Sedentary/medium – exert force of 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/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, computers, printers, modems, telephones, fax machines, drills, punch-down tools, digital multi-meters, laser communication devices, data system/communications test equipment, hand/power tools, etc.

AA/EOE Statement

The Clark County School District is proud to be an equal opportunity employer. The Clark County School District is committed to providing all applicants and employees equal employment opportunities without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, genetics, disability, age, military status, or other characteristics protected by applicable law. Here at Clark County School District, we are a diverse group of people who honor the differences that drive innovative solutions to meet the needs of our students and employees. We believe that through a culture of inclusivity, we have the power to reflect the community we serve.

Job Revision Information

- Revised: 08/08/23
- Created: 05/10/22