Computer Technician I

Position Details

Class Code: 1555
Job Family: Information Systems
Classification: Support Professional
Terms of Employment: [Pay Grade 52 on the Support Professional Salary Schedule](#)
FLSA STATUS: NON-EXEMPT

Position Summary

Under general supervision, interfaces computers with peripheral devices and provides 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. Provides technical support to users regarding client hardware and software.
2. Installs District-standard hardware, software, peripheral, and non-computer equipment upgrades.
3. Interfaces peripheral devices with computers.
4. Maintains competency in current operating systems, desktop computer hardware, and peripherals used in the District.
5. Troubleshoots and repairs/replaces client hardware, including Windows/Macintosh desktops and laptops.
6. Maintains District microcomputer security standards.
7. Maintains accurate reports of work performed using enterprise-level ticket tracking systems, such as CA Service Desk Manager.
8. Assists users with network security issues such as file system rights, account access, and password maintenance.
9. Maintains inventory control of parts required for repairs/replacements.

10. Performs field support at District schools/facilities.
11. Identifies computer software, hardware, and communication problems.
12. Configures 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/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 maintain professional demeanor.
9. Ability to work independently and establish priorities, meet deadlines, and handle pressure.
10. Ability to read and interpret complex materials.
11. Ability to replace computer and peripheral components.
12. Ability to effectively communicate with and assist users.
13. Ability to relate well with students, employees, and the public.
14. Ability to recognize/report hazards and apply safe work methods.
15. 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. Three (3) years' work experience in microcomputer support, including one (1) year of experience providing operations/support assistance and troubleshooting desktop computers/related systems; or,
   Two (2) years of college from an accredited college/university in an information technology (IT)-related field such as management Information systems (MIS), computer science (CS), etc., and one (1) year of experience providing operations/support assistance and troubleshooting desktop computers/related systems; or,
   Successful completion of the District's Computer Technician – Entry-Level Program.

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 duration of 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+ certification.

Document(s) Required at Time of Application

1. High school transcript or other equivalent (i.e., GED, foreign equivalency, etc.)
2. Transcript(s) from an accredited college/university, if applicable.
3. Copy of 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 DMV.
5. 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/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: 08/09/23
- Created: 02/08/12