COMPUTER TECHNICIAN I

Position Details
Class Code: 1555
Job Family: Information System
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 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 related to client hardware and software.
2. Installs Clark County School 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 or replaces client hardware including, but not limited to: desktop and laptop Windows or Macintosh computers.
6. Maintains microcomputer security compliance according to District standards.
7. Maintains accurate reporting of work performed using enterprise-level ticket tracking system, 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 in repairs or replacement.
10. Performs field support at any District school or facility.
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-based 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 computer systems.
2. Knowledge of various client imagining technologies for Macintosh Operating System (MAC OS) and Windows-based 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.
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 and 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 which includes one (1) year of work experience directly related to the position in providing operations and support assistance and troubleshooting 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.; and, one (1) year of work experience directly related to the 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 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. 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 facilities – offices and schools, (i.e., classrooms, mechanical, equipment rooms, etc.).

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: 02/11/20
- Created: 02/08/12