

Computer Technician II

Position Details

Class Code: 1556

Job Family: Information Systems

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 computers/peripheral devices, and provides advanced troubleshooting and systems support for Clark County School District users.

Essential Duties and Responsibilities

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

1. Installs District-standard hardware, software, peripherals/non-computer equipment, and technology upgrades.
2. Troubleshoots and repairs/replaces client hardware.
3. Maintains accurate reports of work performed using enterprise-level ticket tracking systems such as CA Service Desk Manager.
4. Identifies technology-related architectural and design issues.
5. Participates in researching and evaluating hardware/software based on given parameters.
6. Participates in developing new specifications for computers, software, and peripherals.
7. Actively participates in managing hardware/software inventory database.
8. Uses client imaging technologies/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; disassembles and repairs printers.
 11. Uses advanced problem-solving skills/procedures to isolate faults in computers, peripherals, software, and related equipment; implements repairs.
 12. Assists users in all aspects of computer systems.
 13. Maintains computer applications, communications, and utility programs.
 14. Conforms to safety standards, as prescribed.
 15. Performs other tasks related to the position, as assigned.
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Distinguishing Characteristics

Involves all aspects of microcomputer support and advanced troubleshooting.

Knowledge, Skills, and Abilities (Position Expectations)

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

Education, Training, and Experience

1. High school graduation or other equivalent (i.e., General Educational Development (GED), foreign equivalency, etc.)
2. Five (5) years' work experience providing operations/support assistance and troubleshooting communications between computers and related systems; or, Two (2) years of college from an accredited college/university in information technology (IT)-related fields such as management information systems (MIS), computer science (CS), etc., and three (3) years' experience as described above.

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 Computer 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.
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Examples of Assigned Work Areas

CCSD Technology and Information Systems Services (TISS) Division, User Support Services Department, and other District locations; travel to/from schools and other District office settings.

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, crouching, reaching, handling, and repetitive fine motor activities. Hearing and speech to communicate in person, via video conference and computers, or over the telephone. 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. Vision: Frequent near acuity, occasional 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 office settings with temperatures ranging from mild to moderate cold/heat. Exposure to noise levels ranging from moderate to loud for occasional to frequent time periods.

Hazards

Furniture, 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: 05/10/12