



COMPUTER TECHNICIAN

Reports to: Assistant Superintendent of Operations

Salary Schedule:

FLSA Status: Hourly

Bargaining Unit: None

EEO Class: Level 3

Publish Date: May 2010

SUMMARY:

Repair, maintain, and upgrade microcomputers, related peripheral devices, and the required operating system software to insure their interface used in instructional and operational environments.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Fiscal Management:

- a. Manage the cost controls for technical repairs
 - i. Ensures that expenditures are in accordance with established policies.
 - ii. Implement appropriate action to eliminate budget variances.
- b. Resource Management
 - i. Maintain equipment and supplies stored to minimize waste and promote efficiency.
 - ii. Make recommendations for increased savings, reduced cost, and improved services
 - iii. Determine changes in operations to lower costs
 - iv. Advise department supervisor of processes for the options of technical repair in instruction and operations of the schools and offices.

Scheduling and Skills Performance Duties

- a. Technical repair order schedules
 - i. Prepares work schedules for all repair of technology and introduces changes in work order priorities.
 - ii. Communicates between district Tier 1 staff, direct client support and director.
- b. Recommend improvements to technical repair operations, and implementation of technology-related projects with instructional and operational focuses, global district technology goals.
- c. Research and do cost estimate of computer components used in the school district. (manage Apple Order service and on-line vendors).
- d. Maintain tech WO for accountability of produced jobs.
- e. Deliver and install hardware for specific requirements detailed and outline by the department director
- f. Maintain parts inventory and track trends for high usage components.

Legal Compliance:

- a. Ensure technical repairs are in compliance with all federal, state and local regulations
- b. Accountability of assigned equipment
- c. Ensures that work methods comply with standard health and safety regulations
- d. Audit management

Customer Experience:

- a. Adheres to Department Quality Service Standards
 - i. Safety
 - ii. Courtesy
 - iii. Performance
 - iv. Efficiency
- b. Make recommendations to the director or designee for improved service and operation of the responsible technology.
- c. Determine needs and delivering service standards
- d. Service mapping
 - i. Aligning services with needs
- e. Process measurements
 - i. Review performance measurements and adjust as required to district mission
- f. Communications
 - i. Public relations
 - ii. School site relations
 - iii. Leadership team
 - iv. Operational directors

Selection Planning:

- b. Maintains assigned departmental records and prepares activity and statistical reports when required.
- c. Plan and schedule the work of assigned areas to ensure proper input of tech work order assignments to meet the system requirements and needs.
- d. Provide input to the planning and organization of all technical equipment repairs and deployments.
- e. Responsible for technical repair policies and procedures
 - i. Plans and conducts meetings with staff to ensure compliance with practices and policies and to keep staff abreast of current changes and standards.
 - ii. Plan and organize technical repairs
 - iii. Develop and implement long-range plans and deployment schedules for assigned activities
 - iv. Develop and recommend policies and procedures for technical equipment support and plan systematic programs for continuous improvement.
 - v. Manage the current section processes and technical equipment work order standards, policies and procedures for areas of responsibility.

- f. CIPP
 - i. Plan Management
 - ii. Semi-annual reviews
- g. Community partnering
- h. Assist the department director in planning for technology improvements
- i. Performance accountability

ISO 9000 Compliance:

- a. Corrective Action process
 - i. Customer feedback center
- b. Maintain ISO procedures for operational technology

PHYSICAL DEMANDS AND WORKING CONDITIONS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position requires the ability to stoop, kneel, bend, turn and reach. Physical exertion to manually move, lift, and carry equipment will be required.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position will require the ability to work with limited supervision and prioritize workflow as needed while maintaining communications with other support personnel and supervisor. The ability to relate will with students and staff is required, as contact will occur frequently.

This position is an indoor year round position. This position may require working in crowded areas, where noise is moderate.

EDUCATION AND COMPETENCIES:

- a. Minimum A.A degree in computer related discipline or two years documented experience.
- b. A Washington State Patrol Criminal History Information Form, required by RCW 43.43.830,
- c. Must hold or have the ability to acquire a valid Washington State drivers license.
- d. Knowledge and use of computer operating systems and concepts for Macintosh and Windows operating systems
- e. Ability to read and understand manuals for software and hardware applicable to district policies and standards

