

**RIVER DELTA UNIFIED SCHOOL DISTRICT  
TECHNOLOGY TECHNICIAN**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.*

**DEFINITION**

This position is expected to respond to the needs and requests of personal computer users in the district to ensure the efficient and efficient systems coordination and operation.

**DISTINGUISHING CHARACTERISTICS**

This is an advanced journey level class. Positions at this level are distinguished from other classes by the level of responsibility assigned and the complexity of duties assigned. Employees may lead lower-level staff in the performance of assigned duties, and will assume additional responsibilities beyond the scope of the journey level. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility. Employees will be expected to perform specialized support services utilizing creativity, initiative and demonstrated abilities requiring a high degree of positive contact with administrators, certified and classified staff and students.

**SUPERVISION RECEIVED AND EXERCISED**

Receives direction from the Business Manager.

**ESSENTIAL AND MARGINAL FUNCTION STATEMENTS** -- *Essential and other important responsibilities and duties may include, but are not limited to, the following:*

**Essential Functions:**

1. Assist in identifying, troubleshooting and tracing hardware problems including running diagnostics, estimating time needed for repair and arranging for appropriate action.
2. Assist in identifying, troubleshooting and tracking software problems. Analyze failures and distinguish whether software or hardware malfunctions are the difficulty and determine a proper course of action. Initiate proper action.
3. Assist in providing local support. Work with district employees and outside vendors to review site configurations, coordinate orders for computer equipment supplies and services, install and test computer systems and peripheral equipment for instructional programs and other district activities, provide training or coordinate outside training for staff.
4. Learn and use application packages to assist users and provide training or coordinate outside training for staff according to need.
5. Keep current on available software and recent upgrades for user application packages already in place. Keep current on available software and recent upgrades for user application packages already in place. Be responsible for installing and upgrading software as required.
6. Develop and maintain a preventive maintenance program for all district computer systems and associated equipment; i.e., projectors, overheads and televisions.
7. Establish and maintain informational and operational records and files related to applications and packages.

## **Marginal Functions:**

1. Create and maintain inventories, systems, maps and vendor support information.
2. Perform related duties and responsibilities as required.

## **QUALIFICATIONS**

### **Knowledge of:**

The principles and techniques applied to the operation of various personal computer systems and related peripheral equipment.

Routine maintenance, repair methods and procedure used in the upkeep of various personal computer systems and related peripheral equipment.

IBM/IBM compatible and Apple/Macintosh operating systems as required.

IBM/IBM compatible and Apple/Macintosh networking programs and systems for local areawide (i.e., Novell and AppleTalk)

Record keeping/inventory methods.

Pertinent Federal, State and local laws, codes and regulations.

### **Ability to:**

Work independently in the absence of supervision.

Operate a variety of specialized tools/equipment used for servicing/maintaining personal computers.

Analyze situations accurately and adopt an effective course of action.

Establish and maintain an advanced technology resource network to keep current on what is being done in other school districts, the county and state governments and business that effect educational advances in technology, software, and other computer-related instructional materials.

Remain calm and patient in stressful situations.

Interpret and explain district policies and procedures related to technology.

Communicate effectively, both orally and in writing, in both technical and nontechnical terms.

Understand and follow oral and written instructions.

Establish and maintain effective working relationships with those contacted in the course of work.

Maintain the security and confidentiality of specified records and information.

Maintain effective physical mobility and condition necessary to safely and effectively perform assigned duties.

Maintain effective audio-visual discrimination and perception needed for a successful job performance.

## **EXPERIENCE AND TRAINING GUIDELINES**

*Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

### **Experience:**

Three years of responsible demonstrated computer repair/service experience, preferably in a public school system.

A demonstrated knowledge of basic electronics and a demonstrated technical ability.

### **Training:**

Equivalent to the completion of the twelfth grade. Additional specialized training in personnel computer operations/repairs or a related field is needed. Bilingual (Spanish) preferred, not required.

## **WORKING CONDITIONS:**

### **Environmental Conditions:**

Office/school classrooms/lab/warehouse environments utilizing specialized tools or equipment and computer.

### **Physical Conditions:**

Essential and marginal functions may require maintaining physical condition necessary for walking, standing, bending, or stooping for prolonged periods of time; moderate lifting:

Position requires moderate physical exertion associated with the ability to lift, carry, push, pull or climb.

Position requires physical capability for sustained physical work; requires strength and endurance associated with moderate physical effort.

Position requires moderate physical effort while performing continuous moderate lifting.

Position requires lifting a maximum of 50 pounds or carrying any object weighing up to 25 pounds.

### **Special Qualifications:**

Availability required for overtime, flexible and on-call hours.