
Position:	Computer Repair Technician	FLSA:	Non-Exempt
Department/Site:	Information Technology Services	Salary Grade:	23
Reports to/Evaluated by:	Supervisor, Customer Services	Salary Schedule:	Classified

SUMMARY

Troubleshoots, repairs, rebuilds, and services networked microcomputers, workstations, printers, and related equipment. Diagnoses hardware problems, researches warranty eligibility, orders parts, and completes repairs. Provides technical support and help functions that relate to users computer hardware, data communications, and connectivity problems. Also provides helpdesk, call center, and front counter customer support as needed.

DISTINGUISHING CAREER FEATURES

The Computer Repair Technician reports to the Supervisor, Customer Services position and works closely with the Repair Parts Clerk to manage the computer and printer repair servicing needs of the district. Advancement from this position could be a Technical Support Specialist IV or an entry level network position if job qualifications are met.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Troubleshoots and performs various microcomputer and peripheral equipment repair duties that include but are not limited to diagnosing failures and isolating faulty parts, repairing or replacing parts, and verifying and testing for correct operations. Diagnoses equipment malfunctions by localizing and isolating problems, determining appropriate repair procedures, and replacing defective parts, restoring to proper operation.
- Services computer hardware by checking, testing, and replacing poorly performing components, boards, and similar devices.
- Organizes and coordinates the operation of the repair center. Establishes, orders, and maintains stock of spare parts inventory, test equipment, tools and supplies used by repair staff to facilitate repairs to microcomputer and related equipment on a timely basis.
- Coordinates with vendors and schedules warranty repairs and delivery of new equipment. Resolves matters with vendors regarding purchases, returns, installations, and repairs.
- Proposes new equipment, components, and systems purchases to replace poorly performing, discontinued, obsolete, or damaged items. Contacts vendors and manufacturers for specifications, evaluation samples, pricing, and purchase.
- Installs and configures networked computer users, e.g., computers, printers, cabling, and peripheral equipment.

- Participates in troubleshooting to resolve network hardware problems, including, but not limited to, switches, connectivity, internet access, electronic mail and file servers. Works with fellow staff, equipment users, vendors, and independent contractors to identify and resolve problems.
- Receives and resolves user 'help desk' calls. Documents calls, forwarding work order requests to the appropriate technology staff.
- Participates in troubleshooting of user problems with common desktop software, accessing applications, network and networked equipment
- May participate in network cabling installations, computer lab setup, and other projects requiring computer hardware expertise.
- May test the working condition of and make repairs to audio-visual equipment used to support computer-aided instruction.
- Develops and maintains up-to-date documentation supporting assigned and related areas of responsibility.
- Performs other duties as assigned that support the overall objective of the district.

QUALIFICATIONS

Knowledge and Skills: Requires in-depth technical knowledge of current computer operating systems, electronic principles and practices, including the terminology, diagnostic tools, practices, and procedures used in the diagnostics and repair of computers, network devices, infrastructures, and related electronic equipment. Requires knowledge of safety practices and precautions used in working with electrical/electronic equipment. Requires skill in operation of specialized hand and power tools and testing and measuring instruments. Requires thorough knowledge of wiring diagrams and specifications and properties of various materials used in electronic data transmission. Requires an advanced knowledge of operating systems. Must understand the protocols and procedures for setting up new equipment, troubleshooting and performing routine maintenance. Requires knowledge of local area networks for personal computers, and connectivity between servers. Requires sufficient communication skills to provide individual instruction and technical assistance on the use of microcomputers for business, education, internet, utility, and connectivity. Requires sufficient writing skill to document technical procedures.

Abilities: Requires the ability to install, configure, and troubleshoot networked workstations. Must be able to install and configure components such as, but not limited to, cards and drivers. Must be able to fabricate and connect interface cables and connections between computers. Must be able to analyze and evaluate the needs of users and develop alternative solutions. Must be able to prioritize and organize work to meet deadlines and timetables. Must be able to read, interpret and apply complex technical information including equipment blueprints and schematics. Must be able to give one-on-one and small group training in the use of microcomputers.

Physical Abilities: Requires ambulatory ability to move to various office and classroom-type locations and to bend, stoop, climb ladders, crawl, and reach to install cables and equipment. Requires sufficient hand eye coordination and dexterity to make small component connections. Requires sufficient visual acuity to read technical documents and instructions and align small components. Requires sufficient auditory ability to carry on routine conversations. Requires the ability to lift, push, and pull objects of heavy weight (less than 75 lbs.) on an occasional basis. Requires the ability to work in confined areas with noise variations, dust, and limited ventilation. Ability to sit for extended periods of time.

Education and Experience: Requires a Bachelor's degree in computer science or related technical field, an A+ certificate, and five years of experience in the setup of networked microcomputer workstations and computer technical support. Additional experience may substitute for some higher education.

Licenses and Certificates: Requires a valid driver's license. A+ certificate.

Working Conditions: Work is performed indoors where some safety considerations exist from physical labor, positioning in cramped areas, and handling of medium weight, yet, awkward materials. Travel to and from sites may be frequently required. Must have their own transportation.