

CARROLL COUNTY BOARD OF EDUCATION

Job Description for Computer Technician

Computer Technician Qualifications:

- Associate degree in computer science or relevant IT experience
- Two years experience repairing and servicing computer terminals and data communication equipment

Reports To: District Technology Coordinator

Job Goal: Perform a variety of skilled and technical duties related to the installation, repair, alteration and maintenance of computers, printers, phone systems, security cameras and other peripheral equipment. Plan, implement and monitor the maintenance of mobile devices. Support the technical needs of students, teachers, and staff.

Computer Technician Responsibilities:

- In a timely manner, respond to help desk tickets on the phone, via email, in person or through remote access.
- Plan, implement and monitor the maintenance of mobile devices
- Maintain a pleasant working relationship with vendors of mobile devices, co-workers, and end customers
- Install and label data cable as needed throughout the building
- Move equipment to new locations as requested
- Operate hand tools and cable testing equipment
- Install workstations, printers, phones, security cameras, access points and any classroom instructional technology, including upgrades and enhancements
- Convey relevant information to Network Systems Manager for purchasing and end-user needs assessments
- Assign mobile devices to students and maintain accurate record of assignment
- Perform other technology-related responsibilities as assigned by the supervisor

KNOWLEDGE AND ABILITIES:

- Excellent oral and written communication skills
- Strong working knowledge of computer systems, hardware and software
- Methods, equipment, and tools used in the skilled repair and servicing of computer equipment, security cameras, and phone systems
- Windows operating system and computer hardware
- macOS operating system and computer hardware
- iOS, iPad, and Android operating system and hardware
- Productive software such as Microsoft Office and Google Workspace
- Analog and digital communications equipment and maintenance techniques
- Safety practices and precautions used in working with computer equipment
- Operation of a variety of testing equipment, power tools and measuring instruments
- Basic DOS commands and computer operations

- Maintain records related to work performed
- Work under strict timelines
- Maintain current knowledge of technological advances in the field
- Lift heavy equipment, climb ladders, and operate forklift

TERMS OF EMPLOYMENT: Salary and work year to be established by the Carroll County Board of Education policy

EVALUATION: Performance of this position will be evaluated in accordance with Carroll County Board of Education policy.