

CODE:
FLSA:

**KERSHAW COUNTY SCHOOL DISTRICT, SOUTH CAROLINA
JOB DESCRIPTION, SEPTEMBER 2013**

JOB TITLE: COMPUTER TECHNICIAN

GENERAL STATEMENT OF JOB

Under general supervision, performs technical work in serving as the District's technician in computer and systems repair to include maintenance of personal computer systems, local area networks, wide area network, and components in all District facilities in trouble-free operation; and installing new computers and components. Reports to the Technology Operations Coordinator.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Repairs and troubleshoots computers, printers, file servers, and electronics; installs networking software, printers, chromebooks, and personal computers throughout the District

Removes viruses, malware, and spyware from district computers

Repair and troubleshoot issues related to projectors, interactive white boards and interactive panels.

Acquires parts needed for hardware repairs; uses extra parts to build an inventory, and maintains replacement parts for out-of-warranty equipment

Coordinates delivery and pick-up of parts and replacement items with the district office tech contact, Federal Express and United Parcel Service

Maintains the proper operating condition of computer systems throughout the District; responds to user requests for hardware repair and operational assistance

Maintains updated work order entries in the district's work order system

Recommends needed cabling, hardware, software, and peripherals for present and future needs of the school/District.

Compiles a list of inventory items and works with district office staff to ensure that all items are in the asset management program.

Provides technical assistance of users via the telephone.

Advises when a vendor must be contacted for repair and servicing of computers and

COMPUTER TECHNICIAN

components.

Makes routine local travel as required.

Interacts and communicates with immediate supervisor, District administrators and staff, vendors/service representatives, and the general public.

Operates various types of machinery and equipment including personal computers, printers, laptop computers diagnostic tools, small hand tools, telephone, copier, fax machine, etc.

Uses clerical, copier and computer supplies.

ADDITIONAL JOB FUNCTIONS

Performs general office duties as required, including attending meetings, copying and filing documents, answering the telephone, etc.

Performs related duties as required.

MINIMUM TRAINING AND EXPERIENCE

Requires high school diploma or A+ Certification in computers or related area supplemented by one to three years of experience in computer system maintenance and repair, or an equivalent combination of education, training and experience that provides the required knowledge, skills and abilities.

SPECIAL REQUIREMENTS

Must possess a valid state driver's license.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of automated office machines and equipment including computers, peripheral equipment, copier, audio-visual equipment, telephone, etc. Tasks involve the ability to exert moderate, though not constant physical effort, typically involving some combination of climbing, balancing, stooping, crouching, kneeling, crawling, and which involves some lifting carrying, pushing and/or pulling of objects and materials of moderate to heavy weight (up to 45 pounds). Some tasks involve extended periods of time at a keyboard or workstation.

Data Conception: Requires the ability to compare and/or judge the readily observable functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communications: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes giving instructions to computer users and receiving assignments and/or direction from supervisor.

COMPUTER TECHNICIAN

Language Ability: Requires ability to read a variety of technical reports and documentation, policy and procedure manual, specifications, etc. Requires the ability to prepare reports, forms, records, etc., with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts and draw valid conclusions; to deal with several abstract and concrete variables. Requires the ability to learn and understand relatively complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow and give verbal and written instructions; to teach co-workers. Must be able to communicate effectively and efficiently with persons of varying educational and cultural backgrounds and in a variety of technical and/or professional languages including computer science, electrical, etc.

Numerical Aptitude: Requires the ability to add and subtract totals, to multiply and divide, to utilize mathematical formulas, to determine percentages and decimals and to determine time. Must be able to use practical applications of descriptive statistics.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape; to identify degrees of similarity or difference; and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes using office machinery; to operate motor vehicles.

Manual Dexterity: Requires the ability to handle a variety of items, keyboards, office equipment, control knobs, buttons, switches, catches, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination and Visual Acuity: Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with emergency situations or tight deadlines. The worker may be subject to danger or risk to a slight degree, or to tension as a regular, consistent part of the job.

Physical Communications: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the methods, procedures and policies of the Kershaw County School District as they pertain to the performance of duties of the Computer Technician. Has thorough knowledge of the organization of the Department and of related

COMPUTER TECHNICIAN

departments and agencies. Is knowledgeable in the laws, ordinances, standards and regulations pertaining to the specific duties and responsibilities of the position. Is able to make sound, educated decisions. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Is able to plan, organize and prioritize daily assignments and work activities. Has knowledge in the areas of personal computers and peripheral equipment, file servers, digital imaging equipment, infrastructure, local area networks, wide area networks, telecommunications, network/lab design, and general hardware/software maintenance. Is able to diagnose computer problems and recommend and/or perform needed repair work. Has knowledge of the standard tools, materials and practices of the trade. Is skilled in the care and use of required tools and equipment. Has knowledge of the occupational hazards and safety precautions of the trade. Is able to offer training and assistance to co-workers and employees of other departments as required. Is able to read and interpret complex materials pertaining to the responsibilities of the job. Is able to assemble and analyze information and make written reports and records in a concise, clear and effective manner. Has comprehensive knowledge of the terminology and various professional languages used within the department. Has knowledge of proper English usage, grammar, punctuation and spelling; has the mathematical ability to handle required calculations. Has knowledge of and is able to use modern office practices and equipment. Has knowledge of how to maintain effective relationships with personnel of other departments, professionals and members of the public through contact and cooperation. Has knowledge of how to react calmly and quickly in emergency situations. Is able to learn and utilize new skills and information to improve job performance and efficiency.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

Quantity of Work: Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

Dependability: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment.

COMPUTER TECHNICIAN

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

Relationships with Others: Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

Safety and Housekeeping: Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.