

## COMPUTER TECHNICIAN

*FLSA Status: Non-Exempt*

### **GENERAL DEFINITION OF WORK:**

Provides technical support throughout the school division for a variety of hardware and software. Work is performed under general supervision.

### **ESSENTIAL FUNCTIONS/TYPICAL TASKS:**

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Operates various computer systems, peripheral equipment, office equipment, and related tools;
- Configures and installs equipment on networking systems including Internet access and print sharing;
- Monitors working conditions of equipment; replaces hardware components such as motherboards, hard drives, and memory modules;
- Performs general and preventative maintenance on various hardware;
- Responds to help requests from school personnel;
- Diagnoses, analyzes, and resolves/repairs problems with hardware and software;
- Performs other duties as assigned

### **KNOWLEDGE, SKILLS AND ABILITIES:**

Knowledge and experience with installing and maintaining various computer hardware and software programs. Superior customer services and written and oral communication skills. Ability to prioritize multiple tasks and be flexible to supervisors' needs. Ability to work independently and with minimal supervision.

### **EDUCATION AND EXPERIENCE:**

Associate's degree or a Vocational/Technical degree with training emphasis in computer hardware/software operations and/or previous experience and/or training involving computer operations, hardware/software maintenance/repair, PC troubleshooting, and database management; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

### **PHYSICAL REQUIREMENTS:**

This is sedentary work requiring the exertion of up to 25 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires fingering, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, determining the accuracy and thoroughness of work and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

### **SPECIAL REQUIREMENTS:**

Must possess and maintain a valid Virginia driver's license.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.