# CAJON VALLEY UNION SCHOOL DISTRICT

**CLASS TITLE:  COMPUTER SUPPORT TECHNICIAN**

**BASIC FUNCTION:**

Under the supervision of the Computer Network Services Supervisor and direction of the Director of Information Technology Services, provide specialized technical support services in local, wide and Internet networked environment throughout the District, primarily in the Apple and PC platforms.

**DISTINGUISHING CHARACTERISTICS**

**Computer Support Technician** serves as a first-line technical resource to staff at assigned school site(s). **Computer Network Technician I** performs less complex and technical work than the Computer Technician II to upgrade, configure and maintain a variety of multi-platform computers and peripheral equipment.  **Computer Network Technician II** has responsibility for infrastructure i.e., routers, firewalls, network appliances, etc., and responding to the more technically complex, non-recurring problems occurring within a system-wide network and serves as a technical resource

**REPRESENTATIVE DUTIES:**

ESSENTIAL DUTIES:
Provide on-site assistance to teachers, administrators, and staff; drive a vehicle to various sites to conduct work, as assigned by the position.

Load, configure and maintain educational software.

Isolate equipment malfunctions and run software diagnostic problems.

Assist with network and hardware set-ups as requested.

Perform preventative maintenance on technology equipment, as necessary.

Report and arrange for repairs through appropriate personnel; prepare and submit work orders, as necessary.

Provide multi-media support as needed, including presentation systems, cable television hookups, scanners and others; assist with hook up and operation of video broadcast systems.

OTHER DUTIES:
Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

KNOWLEDGE OF:
Operation, maintenance and capabilities of personal computers and peripheral equipment.
Computer software usage and applications.
Correct keyboard techniques.
Data input and retrieval techniques.

Basic understanding of instructional methods and techniques.
Data communications equipment and microcomputer hardware and software products.
Familiarity with network technologies.
Ethical handling practices for programs and stored information.
Basic record-keeping techniques.

ABILITY TO:
Work with network technologies including cable video, maintenance and implementation.
Communicate effectively both orally and in writing.
Instruct individuals and groups on proper software and hardware operations.
Operate and maintain personal computers and related equipment.
Maintain current knowledge of changing computer technology, hardware and software.
Understand and follow basic methods and procedures used in an instructional setting.
Train and assist staff in the operation of computer hardware and educational software.
Provide multi-media support as needed.
Assist with Apple and PC-based software applications.
Maintain accurate records.
Understand and follow oral and written instructions.
Establish and maintain cooperative and effective working relationships with others.
Plan and schedule work.
Meet established time lines.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: graduation from high school or equivalent, supplemented by course work in network technology, electronics technology or related field and at least six months experience in software and hardware maintenance and operations. A+ or Apple certification desirable.

**LICENSES AND OTHER REQUIREMENTS:**

Valid California driver's license and ability to maintain eligibility for automobile insurance. May require using a personal vehicle to perform job responsibilities.

**WORKING CONDITIONS:**
ENVIRONMENT:
Indoor environment.
Driving a vehicle to conduct work.

PHYSICAL DEMANDS:
Hearing and speaking to exchange information and make presentations.
Dexterity of hands and fingers to operate computer keyboard.
Seeing to perform assigned activities.
Sitting or standing for extended periods of time.
Bending at the waist, kneeling or crouching.
Lifting, carrying, pushing or pulling moderately heavy equipment.
Reaching overhead, above the shoulders and horizontally.
Regularly lift and/or move up to 50 pounds, frequently lift and/or move up to 100 pounds, and occasionally lift and/or move more than 100 pounds.

**CLEARANCES:**

Criminal Justice Fingerprint /Background
Tuberculosis
Pre-placement Physical and Drug Screen