

Vail School District Job Description

Job Title: COMPUTER REPAIR SUPERVISOR

Department: Technology

Reports To: Chief Information Officer

FLSA Status: Exempt

Classification: Classified

Level: 23

Created: 08/12/2014

SUMMARY Under the direction of the Chief Information Officer, performs a variety of professional duties that include managing the daily operations of the District's computer repair services; providing supervision, training, and evaluations to assigned computer repair technicians; coordinating technical assistance and training to system users; and performing all levels of computer hardware troubleshooting, maintenance, and repair.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Determines work schedules, organizes and assigns work activities, based on work priority, quantity of work, and skill of staff. Monitors work performance, provides leadership, direction, and guidance to ensure maximum quality and efficiency of district-related repairs and service.
- Performs and coordinates warranty and non-warranty repairs within vendor specified service guidelines, including but not limited to, verifying warranty eligibility, accurately diagnosing defective parts, correctly identifying parts to be replaced, and creating/managing repairs within the vendor's order system.
- Inspects and monitors work areas, examines tools and equipment, and provides employee safety training to prevent, detect, and correct unsafe conditions or improper work habits.
- Assists with establishing and enforcing policies, procedures and guidelines for repair of equipment.
- Establishes and maintains appropriate inventory and tracks inventory of repair parts and materials.
- Maintains working knowledge of current hardware and software for the purposes of consulting, as needed, for possible solutions, upgrades, etc.
- Consults with vendors, as needed, regarding timely and cost-efficient completion of district projects and provides updates, status, and information regarding the completion of projects to the Chief Information Officer and site technology coordinators, and/or users, via voice mail, e-mail, or in person communication.
- Advises Chief Information Officer on current and future hardware acquisitions. Stays abreast of industry trends and provides analysis to technology leadership to guide District decision-making.
- Installs or assists technology department employees in installation of hardware and peripheral components such as monitors, keyboards, printers, and disk drives.
- Researches, implements, coordinates, and maintains an electronic problem request tracking system (help desk) to address requests for assistance and/or computer repairs.

- Refers major hardware problems to outside service personnel for correction or repair, if necessary.
- Performs office-related duties including submitting requisitions; tracking open purchase orders and credit card purchases; researching product prices and availability; purchasing and maintaining adequate supply of parts and repair materials. Files warranty claims and keeps records of repairs performed and pending.

SUPERVISORY RESPONSIBILITIES

This position supervises assigned computer repair technicians.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION and/or EXPERIENCE

- Two years technical or trade school in electronics or computer technology curriculum.
- Minimum three (3) years experience as a computer repair technician with increasing levels of responsibility; minimum three (3) years supervisory experience preferred.
- An equivalent combination of education, training and experience in order to meet the requirements and abilities to perform the job may be accepted as approved by the Chief Information Officer.

ABILITIES

- Ability to utilize all available resources to troubleshoot hardware and software issues including; product knowledge bases, internet search engines, service manuals, telephone or chat technical support, and/or co-workers.
- Ability to identify and resolve problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations.
- Ability to approach others in a diplomatic and professional manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- Ability to respond promptly and appropriately to customer needs, solicits feedback to improve service.
- Ability to adapt to changes in the work environment; manages competing demands; changes approach or method to fit the situation.
- Ability to demonstrate original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; and develops innovative approaches and ideas.
- Knowledge of tools; equipment; practices and methods of installing, cleaning, adjusting and repairing computers, terminals, peripherals and related equipment; Apple-Macintosh computers; personal computers; database software; development software; internet software; manufacturing software; project management software; spreadsheet software and word processing software. Basic electronic concepts and principles of electronic data processing, digital electronic logic, and data transmissions.

LANGUAGE SKILLS

Ability to read and interpret a variety of correspondence, technical manuals, and trade journals. The ability to prepare reports, forms, system documentation using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Ability to speak effectively to leadership, district employees, and members of the community.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rounding, rate, ratio, percent, and to draw and interpret charts and graphs.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS

Required: Macintosh Certified Repair Technician (renews annually), valid Arizona driver's license and automobile insurance.

Preferred: Apple Sales Training, and Manufacturer's certifications

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Must be physically able to operate a variety of equipment and use a variety of tools appropriate for testing and diagnostics, computer repair, and assigned office tasks. While performing duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is frequently required to climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and move up to 25 pounds and occasionally lift and move up to 75 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts, outside weather conditions and risk of electrical shock. The noise level in the work environment is usually moderate. Frequent exposure to common cleaning chemicals and occasional exposure to thermal components/chemicals that may or may not contain materials covered by a MSDS (Material Safety Data Sheet). Will occasionally be required to repair equipment that may involve exposure to high voltage, exposed wiring, and/or high temperature components. Works within an Electro Static Discharge (ESD) safe environment and exhibits proper ESD safe behavior.