

Vail School District

Job Description

Job Title: Certified Computer Repair Technician

Department: Technology

Reports To: Chief Information Officer

FLSA Status: Non-Exempt

Level: 14

Prepared Date: 09/10/2012

Summary Installs, modifies, and makes repairs to District computer hardware and software systems, provide technical assistance and training to system users, and must perform the following duties and demonstrated competencies.

Essential Duties and Responsibilities include the following.

Installs or assists service personnel in installation of hardware and peripheral components such as monitors, keyboards, printers, and disk drives.

Maintain, adjust, upgrade, service, repair and/or coordinate warranty service and repair computers and adjust disk drives.

Maintain, adjust, service and repair and/or coordinate warranty service on monitors, digital cameras and other audio-visual equipment for use with computers.

Utilize a variety of electronic test equipment and diagnostic software to determine defects and malfunctions; replace defective components and wiring using a variety of hand tools and equipment.

Responds to inquiries concerning systems operation and diagnoses system hardware, software, and operator problems.

Coordinates activities with help desk, network services, or other information systems groups.

Provides updates, status, and completion information to Director of Technology and School Technology Coordinators, problem request tracking system, and/or users, via voice mail, e-mail, or in-person communication.

Replaces defective or inadequate software packages.

Repairs internal and/or external hardware.

Schedule and perform preventive maintenance on selected computers and ancillary equipment.

Files Warranty Claims and keeps records of repairs performed and pending.

Research product prices and availability; requisition and maintain an adequate supply of parts and repair materials; maintain records of work performed and repair history of individual pieces of equipment.

Consult with vendors regarding timely and cost-efficient completion of District projects

Refers major hardware problems to service personnel for correction.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Develops realistic action plans.

Professionalism - Approaches others in a tactful 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.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas.

Supervisory Responsibilities

This job has no supervisory responsibilities.

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

Education and/or Experience

One year certificate from college or technical school; or one to three years related experience and/or training; or equivalent combination of education and experience.

Certificates, Licenses, Registrations

- CompTIA A+ Certification
- Specific knowledge of Macintosh (Apple) computers.
- Apple Certifications with Desktop, Lap Top, and Help Desk.

Knowledge and Abilities

- Tools, equipment, practices and methods of installing, cleaning, adjusting and repairing computers, terminals, peripherals and related equipment.
- Basic electronic concepts and principles of electronic data processing, digital electronic logic, and data transmissions.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills

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

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

To perform this job successfully, an individual should have knowledge of Apple-Macintosh computers, Personal computers, Database software; Development software; Internet software; Manufacturing software; Project Management software; Spreadsheet software and Word Processing software.

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

While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand; walk; sit; climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and /or move up to 10 pounds, frequently lift and/or move up to 75 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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.