DIGITAL HIGH SCHOOL COMPUTER TECHNICIAN

DEFINITION

Under direction of the Digital High School Coordinator, to maintain and support computer applications and the local area network system; provide assistance and training to users and technical assistants, manage security on microcomputers; and perform related duties as required.

EXAMPLES OF DUTIES

Install, monitor and maintain performance of computer applications and programs on both PC and MacIntosh platforms; track appropriate computer software licenses; maintain software licenses in central location for access; provide network support on current local area network protocols; monitor and maintain systems security; update and maintain network server and teacher/student computer workstations; analyze current and proposed computer modifications; operate computer and related peripheral equipment as required; run diagnostic procedures for locating software problems; diagnose and resolve workstation software problems; be able to distinguish computer repair for hardware, software, and local area network systems; choose escalation path whether a minor or major problem and be able to determine if an emergency exists; troubleshoot and complete minor repairs; prioritize need and direct unresolved inquiries to appropriate personnel as necessary; monitor and maintain remote devices attached to the local area network; coordinate with repairers and technicians in providing workstation support; maintain inventories; maintain a daily log of work load; participate as a team player with other members of the technology staff; attend and provide input for technology meetings and perform related work as required.

QUALIFICATIONS

Knowledge of
Operations of computer hardware systems and software applications on both PC and MacIntosh platforms, including Microsoft products, such as Excel, Power Point, and Word; the internet, and Local Area Network (LAN); operation and minor repair of microcomputers and related peripheral equipment; diagnosis of software and local area network computer operations; troubleshooting techniques; proper software licensing procedures; and record keeping techniques.

Ability
Operate computers and peripheral equipment properly and efficiently; make sound judgments related to computer usage and applications; analyze and diagnose problems for effective local area network utilization; install and maintain software; read, interpret and apply technical manuals and documents; work independently and prioritize work effectively; establish and maintain cooperative working relationships with both staff and student workers; and maintain accurate records and files.

Experience
:   One-year experience with network protocols. Three years of experience working in a computer-related field that demonstrates an ability to perform the duties of this position.

Education
:   Equivalent to the completion of the 12th grade, supplemented with current training in computer applications and operations and local area network systems. AA Degree is preferred.

Physical Performance Requirements
:   Considerable standing, walking, or sitting much of the time with some bending, stooping, squatting, and twisting. Lifting often involved. Weight of materials will vary, with employees regularly lifting and maneuvering 20 to 30 pounds.

Licenses
:   Possession of a valid and appropriate California Driver's License, if required.

Board Approved: July 10, 2001