TECHNOLOGY SERVICE TECHNICIAN

DEFINITION

Under general direction, to perform diagnostic, maintenance, installation and repair work for a variety of instructional and administrative computing devices, peripherals and network systems; provide support and assistance to administrative and staff members in the operation, use and care of equipment; and to perform other related duties as required.

EXAMPLES OF DUTIES

Configure, test and install computing systems and related equipment; inspect, diagnose repair and upgrade computing devices, presentation equipment, and peripherals as required; identify operator and/or software related problems and make on-site correction and repairs; transport qualifying inoperable equipment to the repair facility for detailed service and repair; troubleshoot networking related equipment; maintain service and repair records; schedule daily field services; contact vendors about various product issues; may research and recommend proper hardware and software upgrades; perform shipping and receiving duties of incoming/outgoing parts and supplies; and maintain a clean and safe work environment.

QUALIFICATIONS

Knowledge of

Methods, materials, tools, and equipment used in the diagnosis, repair and operation of computing devices, monitors, printers, network devices, and other peripheral equipment; installation and use of operation and communication software; use of diagnostic software; working knowledge of theory and application of electromechanical and electronic principals in microcomputer technology; and appropriate safety precautions and procedures.

Ability to

Diagnose defects in equipment operation and do skilled work in repair of such equipment; read and use technical procedure manuals and media; maintain accurate records; follow oral and written instructions; communicate clearly; establish and maintain cooperative working relationships with those contacted in the course of work; and describe technical problems/solutions to others to determine appropriate action.

Experience

Three years of increasingly responsible experience in the maintenance and operations of microcomputer systems and related peripheral equipment.

Education

Any combination of education or experience equivalent to an Associate of Arts Degree from a two-year college or technical school. Technology emphasis preferred. Possession of computer repair technical certificates is desired.

Physical Performance Requirements

Considerable standing or walking, requiring some bending, stooping, squatting and twisting. Lifting of computers and repair materials often involved. Weight of materials will vary, with employee regularly lifting and maneuvering 20 to 30 pounds and occasionally lifting and maneuvering up to 50 pounds, generally with assistance. May work on irregular surfaces or at heights above the ground.

<u>Licenses</u>

                Possession of a valid and appropriate California Driver's License.

Board Approved: September 1, 1987
Revised: March 7, 1989
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