

**JOB DESCRIPTION**  
**Cumberland County School District**

**COMPUTER TECHNICIAN**

**Purpose Statement**

The job of Technician was established for the purpose/s of installing, troubleshooting and maintaining computer hardware, telecommunication, audio visual and peripheral equipment, video security and CATV systems; diagnosing and repairing hardware and network failures; providing technical support to site administrators; and resolving school site operational issues in order to facilitate the use of educational technology in classroom instruction and technology use in school administrative capacities.

This job reports to Technology Director

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**Essential Functions**

- Attends school site and departmental meetings for the purpose of providing and/or gathering information relating to job functions.
- Coordinates repair work schedules with site personnel for the purpose of minimizing disruption of services and/or inconvenience.
- Diagnosis equipment failures with computer, network, and instructional media equipment for the purpose of identifying needed repairs and/or ensuring equipment is in proper working order.
- Installs computer hardware, peripherals, instructional media equipment, security cameras and application software for the purpose of maintaining overall site operations.
- Maintains manual and electronic documents, files and records (e.g. work order logs, inventory, etc.) for the purpose of documenting activities, conveying information and/or providing an up-to-date reference and audit trail.
- Monitors assigned servers and network applications for the purpose of ensuring continuity of service.
- Requests the ordering of parts for the purpose of maintaining inventory and ensuring availability of items as needed.
- Prepares written materials (e.g. status reports, instructions, user guides, etc.) for the purpose of documenting activities, providing written reference and/or conveying information.
- Repairs computers, peripherals, network, and instructional media equipment (e.g. phone systems, projectors, video cameras/recorders, electronic controllers, etc.) for the purpose of maintaining equipment in a safe and functional operating condition.
- Researches a variety of topics for the purpose of making recommendations regarding vendors to use for repairs and/or supplies.
- Responds to a variety of questions from site staff, parents and students for the purpose of providing information, guidance or referral.
- Transports supplies and equipment to a variety of sites for the purpose of ensuring the availability of items.
- Tutors school site staff on a variety of hardware operations (e.g. e-mail, computer lab usage, student grading, spread sheet applications, etc.) for the purpose of providing ongoing support and maximizing the capabilities of assigned staff.

**Other Functions**

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

## **Job Requirements: Minimum Qualifications**

### **Skills, Knowledge and Abilities**

SKILLS are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skill-based competencies required to satisfactorily perform the functions of the job include: utilizing diagnostic tools; adhering to safety practices; and maintaining accurate records.

KNOWLEDGE is required to perform algebra and/or geometry; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge-based competencies required to satisfactorily perform the functions of the job include: office application software; current and legacy computer operating systems (multi-platform); maintenance and repair of computers, instructional media equipment, networks, and interface devices; operation of computer and electronic test equipment and tools; and operation of electronic test equipment.

ABILITY is required to schedule activities and/or meetings; collate data; and use basic, job-related equipment. Flexibility is required to work with others in a variety of circumstances; work with data utilizing defined but different processes; and operate equipment using a variety of processes. Ability is also required to work with a wide diversity of individuals; work with similar types of data; and utilize a wide variety of types of job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data requires following prescribed guidelines; and problem solving with equipment is moderate to significant. Specific ability-based competencies required to satisfactorily perform the functions of the job include: adapting to changing work priorities; establishing effective working relationships; displaying mechanical aptitude; communicating with technologically diverse groups; being attentive to detail; and working under time constraints.

### **Responsibility**

Responsibilities include: working under limited supervision using standardized practices and/or methods; leading, guiding, and/or coordinating others; and operating within a defined budget. Utilization of resources from other work units may be required to perform the job's functions. There is some opportunity to affect the organization's services.

### **Working Environment**

The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling; significant stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 45% sitting, 50% walking, and 5% standing. The job is performed under conditions with exposure to risk of injury and/or illness and in a clean atmosphere.

**Experience** - Job related experience is required

**Education** - High School diploma or equivalent

**Equivalency** - None Specified

**Requirement** – This is a non-certified position.

**Certificates / License**- Valid Driver's License and Evidence of Insurability

**Continuing Education / Training** - None Specified

**FLSA Status** - Non Exempt

**Approval Date** -