

CORONA NORCO UNIFIED SCHOOL DISTRICT**CLASS TITLE: COMPUTER TECHNICIAN III****BASIC FUNCTION:**

Under direction of department administrator to perform skilled work in the assembling, installation, maintenance, repair, and operation of a variety of computer systems; install software; lead projects and staff.

DISTINGUISHING CHARACTERISTICS:

The Computer Technician III classification reports to the department administrator. Serves as the lead technician for all Information Technology staff.

ESSENTIAL DUTIES:

- Receive, inspect, assemble and image new computer equipment.
- Install computers, peripheral equipment, hardware upgrades, software and applications; assist in installing computers and cabling for local area networks.
- Perform diagnostics on networks and computers; format hard disks, install operating systems and perform related tasks.
- Backup software as appropriate; archive data; restore data as needed; maintain and update hardware and software inventory.
- Troubleshoot computer and classroom technology problems and assist in solving both hardware and software problems.
- Provide and assist users with applications software, computer hardware, and peripheral equipment training.
- Support, troubleshoot and maintain classroom technology, Voice over internet protocol and video surveillance systems.
- Drives a district or personal vehicle to and from work sites.
- Schedule and direct a team of technicians to complete projects.
- Provides second level technical support to users concerning hardware, software, and classroom technology issues.
- Ability to work without supervision.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE/ABILITIES:

Computer operating systems including loading, configuration, performance tuning and diagnosis of interactions with other software.

Policies and objectives of assigned programs and activities.

Lead a team in various projects.

District organization, operations, regulations, and policies.

Internet and general applications software related to assigned activities.

Various network components, installation and attachment to site local area networks and computers.

Wiring for networks, usage of testing gear and troubleshooting connectivity.

Basic arithmetic concepts.

Office methods, practices and procedures involving the use of computer technology and related

equipment.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Record-keeping and report preparation techniques.

Technical aspects of field of specialty.

Diagnose and repair computers and peripheral equipment properly and efficiently.

Perform routine equipment adjustments and perform routine maintenance on assigned equipment.

Learn and properly use software specific to District needs.

Read, comprehend and apply general instructions and related technical program information.

Provide technical assistance.

Establish and maintain cooperative and effective working relationships with others.

Understand and follow oral and written instructions.

Prioritize and schedule work.

Meet schedules and time lines.

Operate a District vehicle.

EDUCATION AND EXPERIENCE:

High School Diploma or equivalent and A+ certification or Bachelor Degree in a computer related field and two (2) years of experience as a computer support technician.

LICENSES AND OTHER REQUIREMENTS:

Valid California Class C driver's license, TB Test Clearance, Criminal Justice Fingerprint Clearance, Pre-employment Safety Videos.

PHYSICAL DEMANDS

Dexterity of hands and fingers to operate a computer keyboard and assigned tools.

See to read a variety of materials and view a computer monitor.

Hear and speak to exchange information.

Sit, stand or walk for extended periods of time.

Bend at the waist, kneel or crouch.

Reach overhead, horizontally and above the shoulder.

Lift, carry, push or pull objects weighing 50 lbs