



## Littleton Elementary School District Position Description

**TITLE:** Computer Technician

**CLASSIFICATION:** Non-Exempt

**GENERAL STATEMENT OF RESPONSIBILITIES:** To maintain and support the computer lab computers, printers and peripheral equipment, and provide customer assistance and training services.

**PRINCIPAL DUTIES: (essential functions)**

- Provides technical assistance to staff and students; provides technical support, analysis, and training in the use of computers, peripheral devices and software applications.
- Responds to the needs and inquiries of users; explains IT issues, implements solutions, and follows up with users to assure the stability and functionality of the users' systems.
- Performs computer trouble-shooting to diagnose problems; analyzes computer functionality; identifies, locates, resolves and repairs problems within scope of authority.
- Provides referral to supervisor when problems occur which are beyond the skills of the technician, and tracks the problem until it has been resolved.
- Maintains an accurate report of equipment and software malfunctions; documents call records, service provided and results.
- Maintains and accurate inventory of hardware and software and documents according to District policy and procedure.
- Performs basic network trouble-shooting to diagnose connectivity and security problems; identifies and resolves problems within scope of authority.
- Checks physical wiring and component connectivity.
- Monitors student computer use to assure a positive learning experience.
- Assists with maintenance of the school websites.
- Performs other duties as assigned.

**KNOWLEDGE AND SKILLS REQUIRED:**

Knowledge of District policies and procedures.  
Knowledge of computer hardware and software use, installation, and configuration standards.  
Knowledge of techniques for setting up and testing PC operating and data communication systems.  
Knowledge of operation, maintenance and performance capabilities of hardware, software, file server, PC operating systems and data communication systems and networks.  
Knowledge of safety rules and regulations.

Skill in operating and maintaining computer systems, and related peripheral equipment and devices.  
Skill in responding effectively to customer service requests and demonstrating excellent training skills.  
Skill in installing, configuring and testing application software and upgrades.  
Skill in analyzing hardware and software related malfunctions and determining effective solutions.  
Skill in effective communication, both verbal and written.  
Skill in comprehending technically complex verbal and written instructions.  
Skill in establishing and maintaining effective relationships with co-workers and others.

**PHYSICAL REQUIREMENTS:** Light physical demands; standard office environment; frequent to constant use of a personal computer. Required to perform the following physical requirements of the position with reasonable accommodation: vision corrected to 20/20, ability to hear in the normal range (corrected), able to speak clearly, and able to lift, move and carry up to 20 pounds.

**MINIMUM QUALIFICATIONS:** High school diploma or GED equivalent; AND two (2) year’s computer systems maintenance experience; OR an equivalent combination of education and experience that provides the required knowledge and skill.

**REQUIRED LICENSE/CERTIFICATION:** Valid State of Arizona Driver’s License.

**TERMS OF EMPLOYMENT:** Eleven or Twelve months per year. Salary and work year to be established by the Board.

**EVALUATION:** Performance of this job will be evaluated annually in accordance with the provisions of the Board’s policy on evaluation of classified personnel.

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_

Reviewed and Agreed to by: \_\_\_\_\_ Date: \_\_\_\_\_