



CAJON VALLEY UNION SCHOOL DISTRICT PERSONNEL COMMISSION

Job Class Description

<u>COMPUTER REPAIR TECHNICIAN</u>			
DEPARTMENT/SITE:	Information Technology Services	SALARY SCHEDULE:	Classified Bargaining Unit
		SALARY RANGE:	31 per 2023-2024 Schedule
		WORK YEAR:	12 Months (260 Days)
REPORTS TO:	Chief Technology Officer or assigned supervisor	FLSA:	Non-Exempt

BASIC FUNCTION:

Perform skilled work in the repair and/or routine maintenance of desktop computers, notebooks, tablets, laptops, Chromebooks, and other mobile devices; inspect, test, troubleshoot, and diagnose malfunctions; repair and/or replace faulty components; assist staff in the proper use and maintenance of equipment. The incumbents in this classification assist in ensuring available, reliable technologies and connectivity that support both educational and school business processes, thereby directly and indirectly supporting student learning.

ESSENTIAL FUNCTIONS, DUTIES, AND TASKS:

The following list of functions, duties, and tasks is typical for this classification. Incumbents may not perform all the listed duties and/or may be required to perform other closely related or department-specific functions, duties, and tasks from those set forth below to address business needs and changing business practices.

Perform skilled work in the repair and/or routine maintenance of desktop computers, notebooks, tablets, and other mobile devices; inspect, test, troubleshoot, and diagnose malfunctions; repair and/or replace faulty components; perform quality inspections of all completed processes.

Operate a variety of tools and electronics testing equipment such as oscilloscope, digital multi-meter, logic probe, tracker, soldering iron, drivers, picks, wire splice pliers, strippers, etc.

Read, interpret, and understand schematics, diagrams, and technical manuals.

Estimate labor, material, and equipment needed for assigned projects; monitor inventory levels of materials and equipment; research, order, receive, and maintain inventory of materials and equipment as needed.

Maintain various records related to work orders and assigned activities; operate a computer and assigned software.

Communicate with District staff and various outside agencies to exchange information and resolve repair issues; assist staff in the proper use and maintenance of equipment.

Maintain work area in a safe, clean, and orderly condition.

Assign, collect, and prepare devices from students and staff; maintain inventory of devices.

Perform help desk functions during peak times or in the absence of the Help Desk Technician.

Perform classification-related duties as assigned to ensure the efficient and effective functioning of the work unit and the District, including various mandatory District trainings.

KNOWLEDGE AND ABILITIES:**KNOWLEDGE OF:**

Methods, materials, tools, testing devices, and equipment used in the repair and/or routine maintenance of PC, Chromebook, and Apple computers, notebooks, tablets, and other mobile devices.

Electronics tools and testing equipment such as oscilloscope, digital multi-meter, logic probe, tracker, soldering iron, drivers, picks, wire splice pliers, strippers, etc.

Technical aspects of electronics repair

Principles, practices, and techniques of preventive and routine electronics maintenance.

Oral and written communication skills.

Record-keeping techniques.

Observe health and safety regulations.

Operation of computers, operating systems, and application software.

Correct English usage, spelling, grammar, and punctuation.

Basic math, including calculations using fractions, percentages, and/or ratios.

ABILITY TO:

Perform skilled work in the repair and/or routine maintenance of desktop computers, notebooks, tablets, and other mobile devices.

Inspect, test, troubleshoot, diagnose, and resolve electronics malfunctions.

Operate tools, equipment, and materials used in electronics repair.

Repair or replace a variety of parts, components, and equipment.

Read and process a variety of manuals, and write documents following prescribed formats.

Determine material, equipment, and supply needs.

Maintain various records related to work orders and assigned activities.

Establish and maintain cooperative and effective working relationships with others.

Work effectively, both independently and as a member of a team.

Organize and prioritize work to meet schedules and timelines.

Understand and follow written and oral instructions.

Maintain current, up-to-date knowledge in the field of expertise.

Observe health and safety regulations.

Maintain up-to-date A+ certification.

Communicate with individuals with varying degrees of technical knowledge, skills, and understanding.

Provide technical support assistance to users. Analyze issues and create action plans.

Operate with initiative, resourcefulness, and follow through.

Adhere to safety practices.

Compose a variety of documents.

Consider a variety of factors when using equipment.

Set priorities.

Utilize a variety of job-related equipment and tools.

EDUCATION AND EXPERIENCE:

Any combination equivalent to high school graduation or equivalent, supplemented by completion of a trade school program or college-level coursework in electronics and one (1) year of experience in the repair and/or maintenance of desktop computers. Valid A+ certification at the time of hire or within the six-month probationary period.

LICENSES AND OTHER REQUIREMENTS:

Must possess a valid California driver's license and maintain qualification for automobile insurance coverage.

Driving a vehicle to conduct work.

Valid A+ certification at the time of hire or within the 6-month probationary period.

WORKING CONDITIONS:

ENVIRONMENT:

The job is performed in a generally clean and healthy indoor environment.

Working around students and staff.

Frequent interruptions.

Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard and other office equipment.

Seeing to read and prepare a variety of materials, view a computer monitor for extended periods of time, and perform assigned activities.

Hearing and speaking to exchange information in person and on the telephone.

Sitting and/or standing for extended periods of time.

Reaching overhead, above the shoulders, and horizontally to retrieve and store files and supplies.

Bending at the waist, kneeling, or crouching to file, shelve, and/or retrieve materials.

Regularly lift and/or move up to 25 pounds and occasionally lift and/or move up to 100 pounds with the use of hand trucks or other equipment.

HAZARDS:

Traffic hazards.

Fumes and odors.

Sharp objects.

CLEARANCES:

Criminal Justice Fingerprint / Background

Tuberculosis

Pre-placement Physical and Drug Screen

JOB CLASS HISTORY

Approved: GB 09/27/16; PC 09/22/16 (New Class)

Revised: 11/24 (EH&A / MGT Consulting) / GB 11/12/24; PC 10/24/24