COMPUTER/NETWORK TECHNICIAN I		
DEPARTMENT/SITE: Information Technology Services	**SALARY SCHEDULE:** **SALARY RANGE:** **WORK YEAR:**	Classified Bargaining Unit 33 per 2023-2024 Schedule 12 Months (260 Days)
REPORTS TO: Chief Technology Officer or assigned supervisor	**FLSA:**	Non-Exempt

BASIC FUNCTION:
Perform skilled and technical duties related to the installation, maintenance, and repair of computer systems, networks, related peripheral equipment, audio/visual equipment, PA systems, security cameras, and marquees; diagnose and make repairs to mechanical, electromechanical, and electronic components; assist faculty and 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.

DISTINGUISHING CHARACTERISTICS:
Computer/Network Technician I class is assigned the less complex client/server and workstation maintenance and the relatively routine network functions. **Help Desk Representative** serves as a first-line technical resource to support requests from computer users. **Help Desk Technician** responds to technical support calls from computer users and attempts to resolve issues remotely before an on-site service visit by a technician. **Computer Support Technician** is entry-level in the series and serves as a first-line, on-site technical assistance to staff. **Computer/Network Technician II** class has responsibility for infrastructure. e.g., routers, firewalls, network appliances, and responding to the more technically complex, non-recurring problems occurring within a system-wide network and serves as a technical resource to the department staff.

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.

Install, service, and perform complex repairs on a variety of computers, networks, and related peripherals including Windows and Apple operating systems and applications.

Assist in the installation, operation, and maintenance of local and wide area networks; install and configure network stations, connect network cards, cables, hubs, and other network equipment; provide technical support and analyze symptoms of malfunctions.

Localize, isolate and diagnose system hardware and software malfunctions; perform appropriate repair or recovery procedures; clean or repair computers affected by viruses or malware; remove unwanted files for computer efficiency or as requested.

Download service patches, updates, and other appropriate software from the internet and install as necessary; back up software disks as appropriate; archive and restore data as needed.

Operate a variety of hand and power tools, testing and measuring devices, and other technical instruments used in the repair and maintenance of computers and related peripherals.

Drive a vehicle to various sites to conduct work.

Provide assistance, information, and technical expertise to faculty and staff regarding the safe and proper operation and maintenance of assigned equipment; set up user access and security rights.

Communicate with staff, vendors, and manufacturers regarding parts, pricing, purchases, and product information; order parts, supplies, and equipment in support of assigned functions; recommend disposal of obsolete equipment.

Maintain a continuing collaborative relationship with users to ensure the implementation and maintenance of systems.

Maintain, repair, and service computer peripherals including monitors, disk drives, printers, and other equipment.

Prepare and maintain a variety of records related to equipment maintenance and repair, inventory control, service manuals, wiring diagrams, and software and licensing agreements; prepare support documentation.

Assist in and troubleshoot network cabling projects and basic network equipment installation such as wiring, conduit, jacks, wall boxes, punch blocks, transceivers, hubs, switches, file servers, and network interface cards.

Assist in the maintenance and support of facility communications (e.g. school PA/bell systems, marquee sign boards, security cameras, audio-visual (A/V) components, and clock systems).

Participate in help desk activities as assigned.

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, equipment, and materials used in the installation, maintenance, troubleshooting, and repair of equipment components (e.g., PA/bells systems, marquees, security cameras, A/V components, and clock systems), and Windows and Apple computers; running/pulling of new A/V, PA, or ethernet cabling and the termination of such cabling.
Operational capabilities and limitations of computers and peripheral equipment.
Theory of operation for computers, peripheral equipment, operating systems, and application software.
Local area and wide area networks.
Anti-virus programs and safe removal of affected files.
Installation, maintenance, repair, and inspection of network cabling and hardware.

Network control programs, systems network architecture, and network management.
Oral and written communication skills.
Record-keeping techniques.
Correct English usage, spelling, grammar, and punctuation.
Basic math, including calculations using fractions, percentages, and/or ratios.
Current generation and legacy computer operating and networking systems.

ABILITY TO:
Install, upgrade, and maintain District software applications.
Recognize and diagnose problems in computer and network hardware and software and perform related repairs.
Interpret user and equipment manual in lay terms.
Use service manuals and schematic diagrams to repair assigned equipment and components.
Establish and maintain cooperative and effective working relationships with others.
Communicate with individuals with varying degrees of technical knowledge, skills, and understanding.
Prepare and maintain records and reports.
Operate a variety of hand and power tools.
Prioritize and schedule work.
Meet schedules and timelines.
Adhere to safety practices.
Compose a variety of documents.
Consider a variety of factors when using equipment.
Interpret, apply, and explain rules, regulations, policies, and procedures related to this assignment.
Maintain current, up-to-date knowledge in the field of expertise.
Plan and manage projects.
Provide technical support assistance to users.
Read and process a variety of manuals, and write documents following prescribed formats.
Set priorities.
Utilize a variety of job-related equipment.
Work effectively, both independently and as a member of a team.

EDUCATION AND EXPERIENCE:
Any combination equivalent to graduation from high school or equivalent and two years of experience in computer, network, and related equipment maintenance and repair.

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.
Applicable PC and Apple certification (e.g. CompTIA A+ Certification).

WORKING CONDITIONS:

ENVIRONMENT:
The job is performed in a generally clean and healthy indoor environment; occasionally outdoors and in confined environments.
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 50 pounds and occasionally lift and/or move up to 100 pounds with the use of hand trucks or other equipment.
Climbing ladders and working from heights.

HAZARDS:
Traffic hazards.
Working from heights.
Sharp objects.

CLEARANCES:
Criminal Justice Fingerprint / Background
Tuberculosis
Pre-placement Physical and Drug Screen