TITLE: **COMPUTER SUPPORT TECHNICIAN I**

QUALIFICATIONS

Knowledge of

1. Basic Electronic and electrical theory and power requirements of microcomputer equipment.
2. DOS/Windows and Macintosh microcomputer applications, operations and peripheral equipment.
3. Local area network administration.
4. Local area network theory and operations (such as Novell NetWare and Windows NT).
5. Methods, materials, equipment, and tools used in the maintenance of both personal computer and microcomputer systems.
6. Methods, tools and procedures used in the installation, repair and maintenance of microcomputers, local area networks, peripheral equipment and related applications and systems software.
7. Modern office practices and procedures.
8. Proper English usage, reading, writing, punctuation, and math at a level necessary to perform assigned tasks.
9. Safety rules and regulations for this position.

Ability to

1. Be a productive and active team member.
2. Assist in diagnosis and correction (or facilitate correction) of computer communication problems.
3. Assist in diagnosis and determination of action to correct data communication problems.
4. Assist in installation and configuration of computer hardware and software of personal computers and microprocessors, both stand alone and networked.
5. Assist in preparation and maintenance of work records and schedules; complete necessary reports.
6. Assist in quick and effective diagnosis of maintenance and repair problems, and take appropriate action to resolve same.
7. Assist in testing of new and existing computer equipment.
8. Communicate effectively and tactfully in both oral and written form.
9. Establish and maintain effective work relationships with those contacted in the performance of required duties.
10. Handle all matters in a tactful, courteous, and confidential manner so as to maintain and/or establish good public relations.
11. Install, repair and service microcomputers, networks, peripheral equipment and related applications and systems software.
12. Learn and follow the operations, procedures, policies, and requirements of an assigned program of operational unit.
13. Operate tools and advanced hardware and software diagnostic equipment.
14. Perform basic network administration on network systems and file servers.
15. Perform diagnostics on microcomputers, networks, peripheral equipment and related applications and systems software.

Ability to (continued)

16.   Perform mathematical calculations using addition, subtraction, multiplication, and division at a level sufficient to perform required duties.
17.   Present and maintain a pleasant appearance and demeanor.
18.   Provide orientation and training to users of microcomputers and networks.
19.   Read and interpret technical manuals.
20.   Understand and carry out verbal and written instructions, policies, and procedures in an independent manner.
21.   Work independently and maintain high standards of workmanship.

Training and Experience

1.   Equivalent to completion of the twelfth (12th) grade, supplemented by courses specializing in computer operation, installation, maintenance, and repair.
2.   Two (2) years of experience with installed computer hardware and software or that which would likely provide the desired knowledge and abilities may be considered.
3.   A work history demonstrating reliability and attendance.

REPORTS TO: Assigned Administrator

JOB GOAL: The Computer Support Technician is responsible for the installation, maintenance, and repair of computer hardware, software and networks for both Intel-based and Macintosh-based installed technology. This includes operating tools and advanced electronic hardware and software analysis equipment for diagnosing, repairing and resolving hardware and software problems on individual workstations and peripheral equipment and on network systems and file servers. In addition this position also provides customer support including orienting and training non-technical users of the system and assisting and advising them in how to apply their computer resources efficiently to their work assignments. The Computer Support Technician is responsible for maintaining current knowledge of developments in equipment and software in order to support users and recommend improvements.

ESSENTIAL FUNCTIONS

1.   Assists in diagnosis and repair (or recommends for repair) of computer equipment.
2.   Attends educational seminars and meetings for the purpose of maintaining current knowledge of advances and changes in hardware and software to improve District systems and operations.
3.   Checks and tests new computer equipment for proper operation before installing.
4.   Diagnoses and repairs using the most efficient and cost-effective modes for repair and maintenance of computers for the purpose of ensuring the availability and proper operation of hardware, software and network services and systems.
5.   Follows district policies and procedures.
6.   Installs computer hardware and software.

ESSENTIAL FUNCTIONS (continued)

7.   Instructs and orients school personnel for the purpose of providing information on the proper operation of systems and services.
8.   Knows and understands the Mission and Core Values of the district.
9.   Participates in district in-service training as required.
10. Performs basic network administration on network systems and file servers.
11. Provides technical support for the purpose of assisting users with computer hardware and software problems and proper operations of services and systems.
12. Researches computer and network systems and equipment for the purpose of ensuring the availability and proper operation of services and systems.
13. Sets up, configures, and maintains hard disks, directory structures, network systems, back up systems for the purpose of ensuring continued systems functioning and maintaining data integrity and retrieval.
14. Performs other related duties as assigned.

OTHER FUNCTIONS

1.   Assists in maintenance of inventory of installed hardware and software.
2.   Maintains records of pending and completed work/service requests, prepares written and oral reports, as required.
3.   Picks up and delivers equipment at district facilities.

PHYSICAL ABILITIES

1.   Visual ability to read handwritten or typed documents and the display screen of various office equipment and machines.
2.   Able to conduct verbal conversation in English.
3.   Able to hear normal range verbal conversation (approximately 60 decibels.)
4.   Able to sit, stand, stoop, kneel, bend, and walk.
5.   Able to sit for sustained periods of time.
6.   Able to kneel or squat for extended periods of time.
7.   Able to climb slopes, stairs, steps, ramps, and ladders.
8.   Able to lift up to twenty-five (25) pounds frequently, and fifty (50) pounds occasionally.
9.   Able to carry up to twenty-five (25) pounds frequently, and fifty (50) pounds occasionally.
10. Able to push and pull objects weighing up to forty (40) pounds.
11. Able to exhibit full range of motion for shoulder external rotation and internal rotation.
12. Able to exhibit full range of motion for shoulder abduction and adduction.
13. Able to exhibit full range of motion for elbow flexion and extension.
14. Able to exhibit full range of motion for shoulder extension and flexion.
15. Able to exhibit full range of motion for back lateral flexion.
16. Able to exhibit full range of motion for hip flexion and extension.
17. Able to exhibit full range of motion for knee flexion.
18. Able to operate office machines and equipment in a safe and effective manner.

PHYSICAL ABILITIES (continued)

19.   Able to demonstrate manual dexterity necessary to operate calculator, typewriter, and/or computer keyboard at the required speed and accuracy.
20.   Able to demonstrate manual dexterity necessary to perform fine maintenance procedures and operate both manual and power hand tools in a safe and effective manner.
21.   Able to operate a variety of powered and manual equipment commonly found in computer equipment diagnoses and repair services in a safe and effective manner.
22.   Able to operate a motor vehicle in a safe and effective manner.

SPECIAL REQUIREMENTS

1.   Must use safety equipment and devices designated for this position.
2.   Possession and maintenance of a valid and appropriate state of California driver's license; have an acceptable driving record; and be insurable at standard rates by district's insurance carrier and maintain such insurability during the course of employment.

TERMS OF EMPLOYMENT: Twelve-month work year
                                Classified bargaining unit member

EVALUATION: Performance of this job will be evaluated in accordance with Board of Education policy and provisions of the collective bargaining agreement. The Director of Educational Technology and Information Systems or designee will complete the evaluation.

Approved by:	Board of Education	Date:	October 28, 1993
Amended by:	Board of Education	Date:	May 8, 1997
Amended by:	Board of Education	Date:	August 25, 1999
Amended by:	Board of Education	Date:	October 11, 2001

**MURRIETA VALLEY UNIFIED SCHOOL DISTRICT IS A
TOBACCO-FREE, DRUG-FREE WORKPLACE**

**MURRIETA VALLEY UNIFIED SCHOOL DISTRICT IS AN
AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER**