

Computer Technology Specialist

Lead Computer Maintenance Technician

Classified Position - 7524

<u>Salary</u> Specialized Classified Position per Salary Schedule	<u>Days</u> 260	<u>Reports to:</u> Assistant Superintendent of Technology & Personnel
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SCOPE OF RESPONSIBILITIES

Perform a variety of skilled and technical duties related to the installation, repair, alteration and maintenance of technology devices, printers and other peripheral equipment. This position may require a system specialty skill.

REPRESENTATIVE DUTIES / ESSENTIAL FUNCTIONS

1. Perform a variety of skilled and technical duties related to the installation, repair, alteration and maintenance of computers, other networked devices, printers and other peripheral equipment; schedule repairs or installations
2. Inspect, isolate and diagnose system malfunctions and determine appropriate repair procedures; replace defective parts and restore to proper operation of equipment; analyze and resolve general software malfunctions
3. Develop and maintain cable management for local area networks
4. Install computer hardware systems and software, including upgrades and enhancements
5. Perform preventive maintenance on equipment as necessary
6. Install cables and connect devices and test device for proper operation
7. Move equipment to new locations as requested; reroute and install communication cables for new location; test system to assure proper operation
8. Perform component level equipment repair; remove defective components and replace and initiate test procedures according to established procedures; locate and request replacement components
9. Operate testing equipment as necessary
10. Communicate with a variety of departments and school locations regarding the repair and installation of computer equipment
11. Provide assistance, information and technical expertise to faculty, administrators and students regarding the safe and proper operation, care and maintenance of computerized equipment
12. Maintain records of computer and network repairs, materials used, moving and installation activities and work orders; maintain records of maintenance supplies used; maintain an adequate spare parts inventory
13. Maintains regular and predictable attendance
14. Adheres to the professional code of ethics
15. Successfully utilizes technology as appropriate in job function
16. Perform related duties as assigned

KNOWLEDGE AND ABILITIES

KNOWLEDGE OF:

- Computerized and electronic equipment including computer terminals, peripherals and other data communication equipment
- Methods, equipment and tools used in the skilled repair and servicing of computer equipment
- Principles of training and providing work direction
- Electronic and electrical theory and practices
- Analog and digital communications equipment and maintenance techniques
- Safety practices and precautions used in working with computer equipment
- Operation of a variety of testing equipment, hand and power tools and measuring instruments
- Basic commands and computer operations.

- Technical aspects of the computer field
- Diagnostic techniques and procedures used in computer and electronics repair
- Basic record-keeping techniques
- Interpersonal skills using tact, patience and courtesy
- Health and safety regulations

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ABILITY TO:

- Perform a variety of skilled and technical duties related to the installation, repair, alteration and maintenance of computers, devices, printers, modems, multiplexers, span equipment and other data communications equipment
- Install computers and related equipment at District sites
- Operate electronic measuring instruments, testing equipment and tools in a safe and proper manner
- Read and interpret schematics and blueprints
- Read, interpret and implement technical service manuals and schematic diagrams to repair assigned computer and peripheral equipment
- Plan and layout installation and repair work
- Maintain records related to work performed
- Establish and maintain cooperative and effective working relationships with others
- Analyze situations accurately and adopt an effective course of action
- Work independently with little direction
- Lift heavy objects
- Work as a team

MINIMUM QUALIFICATIONS

1. Valid Kentucky driver's license
2. 4 year degree in related technology field

DESIRABLE QUALIFICATIONS

1. Experience in technical support
2. Certifications in information technology