

**Stanwood-Camano School District
Human Resources
Job Description**

TITLE: Computer Repair Technician

GENERAL SUMMARY

The Computer Repair Technician shall be responsible for maintaining and repairing district technology equipment as assigned, and while working cooperatively with other technology department employees will keep district equipment in a ready state of service.

MINIMUM QUALIFICATIONS

Education and Experience

- High School diploma or GED
- Minimum one year experience and /or training with technology equipment repair
- Valid Washington State driver's license

Required Knowledge, Skills, and Abilities

- Ability to read and interpret documents written in English language, such as operating and maintenance instructions and manuals
- Ability to write routine reports, business correspondence, and procedures
- Ability to calculate figures and amounts, such as discounts, proportions, percentages, and totals and to apply concepts of basic mathematics
- Ability to solve practical problems and deal with a variety of concrete and abstract variables
- Ability to interpret a variety of instructions furnished in written, oral diagram or schedule form
- Knowledge of both Apple and PC computer equipment and software
- Ability to resolve conflict in a proactive, problem solving manner
- Ability to communicate a positive image of the employer
- Ability to work in team environment and maintain good working relationships
- Ability to learn new technologies and solve end-user problems
- Ability to work courteously and patiently with peers and patrons
- Ability to determine daily work priorities in alignment with organization goals
- Ability to identify potential problems, efficiencies and economies
- Ability to coordinate work activities with supervisor to ensure efficient service delivery
- Ability to work under pressure and meet tight time lines
- Ability to effectively instruct others in classroom and non-classroom environments

- Ability to clearly communicate technical information and instruction to non-technical users
- Ability to effectively listen and understand client's needs
- Skill in dealing with difficult and/or frustrated users
- Ability to determine, and maintain, appropriate technology equipment inventory levels necessary to ensure timely and cost-effective repairs
- Ability to lift and carry up to 55 pounds

DUTIES AND RESPONSIBILITIES

- Diagnose technology equipment malfunctions and carry out repairs
- Perform preventive maintenance on technology equipment
- Install new equipment and software
- Assist in maintaining records of software licenses to ensure that proper licensing procedures are maintained to ensure that legal license records are available
- Assist in maintaining inventory of all new and used technology equipment
- Assist in providing training to district personnel in the maintenance of computers
- Network/fileserver support
- Assist district personnel with WSIPC access
- Assist with software support
- Promote and practice professional growth and development
- Observe strict confidentiality regarding student and personnel information
- Perform other related tasks and responsibilities as assigned by Technology Director.

SUPERVISOR: Technology Director

11/5/04