TITLE: Computer Technician   Board Approved July 2, 2012

QUALIFICATIONS:
1. Education and Experience:
   Equivalent to completion of two years of college-level course work in computer science, information technology or a related field and two years of general computer installation, maintenance and repair experience; OR, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job as listed above
2. Licenses:
   Must possess and maintain a valid Mississippi driver's license and a satisfactory driving record
3. Physical Requirements and Working Conditions:
   Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer, ability to maintain attention to detail despite interruptions, strength to lift and carry objects weighing up to 40 pounds; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone
4. Knowledge of: (at entry)
   a. Computer hardware, software and peripherals such as central processing units, monitors, cables, network systems, printers, plotters and modems
   b. Functions, operations and technology related to hardware and software
   c. Current technology related to applications, networks and telecommunications and the equipment and software required to maximize system support
   d. Procedures for installing, configuring, upgrading, troubleshooting and repairing applicable software, hardware and peripherals
   e. Principles, practices, hardware and software related to the maintenance of LAN's; and techniques for explaining technical concepts and procedures to non-technical users
5. Skill in: (at entry)
   a. Installing, configuring and upgrading operating systems and software, using primarily standard business and administrative application practices
   b. Installing, configuring, assembling and repairing computers, monitors, and peripherals such as printers and related hardware
   c. Troubleshooting and solving hardware and software problems
      Instructing users on new or upgraded computer applications and hardware
   d. Using initiative and independent judgment within established guidelines and procedures
   e. Organizing own work, setting priorities and meeting critical time deadlines
   f. Communicating effectively with co-workers, subordinates, superiors, the general public, representatives of public and private organizations and others sufficient to exchange or convey information

SUPERVISES: N/A

REPORTS TO: TSS Supervisor

JOB GOAL:
Installs, maintains, troubleshoots and upgrades computer hardware, software, personal computer networks, peripheral equipment, and virus protection; assesses user training needs and trains users in effective use of applications; makes recommendations regarding hardware and software acquisitions; prepares documentation; and performs related work as required.

TYPICAL DUTIES AND RESPONSIBILITIES:
Such duties and responsibilities as may be assigned including, but not limited to:
1. Installs, configures and upgrades operating systems and software, using standard business and administrative packages
2. Installs, assembles and configures computers, monitors, and peripherals such as printers, scanners and related hardware
3. Pulls cables and rewires or directs the rewiring of cables as required for new installations and office reconfiguration
4. Troubleshoots problems with computer systems, including troubleshooting hardware and software, district e-mail, network connectivity, and peripheral equipment problems; makes repairs and corrections where required
5. Acts as a technical resource in assisting users to resolve problems with equipment;
6. Implements solutions or notifies outsource providers as required
7. Makes hardware and software acquisition recommendations including helping users assess needs and providing justification for equipment and services
8. Assists with the planning, design, research and acquisition of new or upgraded hardware and software systems
9. Maintains current knowledge of hardware, software and other relevant technologies and recommends modifications as necessary
10. Performs other duties of a similar nature or level

TERMS OF EMPLOYMENT:
230 Days

EVALUATION:
Performance of this job will be evaluated in accordance with the evaluation procedure of classified employees of the Gulfport School District.