School-Based Computer Technician II

Position Details

Class Code: 1666
Job Family: Information Systems
Classification: Support Professional
Terms of Employment: Pay Grade 55 on the Support Professional Salary Schedule
FLSA STATUS: NON-EXEMPT

Position Summary

Under general supervision, installs desktop/laptop computers and peripheral devices; provides advanced troubleshooting skills and systems support for users at high schools within the Clark County School District.

Essential Duties and Responsibilities

The list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.

1. Develops training materials and presentations regarding basic operation/maintenance of school technology devices for teachers and staff members.
2. Maintains support for Career and Technology Education and alternative technology devices including but not limited to weather stations, robotics labs, 3D printers, theater audio-visual equipment, or graphics/Computer-Aided Drafting and Design workstations used for instruction.
3. Provides supervision, training, and support for student aides and student cybercorps teams.
4. Coordinates efforts with the school's technology support team, which may include additional school technicians or instructional staff.

5. Provides advanced technical support for special school meetings and events.
6. Installs District-standard hardware, software, peripherals, non-computer equipment, and technology upgrades.
7. Troubleshoots and repairs or replaces client hardware.
8. Maintains accurate reporting of work performed using enterprise-level ticket tracking systems such as CA Service Desk Manager (SDM).
9. Identifies architectural and design issues related to technology.
10. Participates in researching and evaluating software/hardware based on given parameters.
11. Participates in the development of new specifications for computers, software, and peripherals.
12. Actively participates in inventory management database of hardware and software.
13. Uses various client imaging technologies and techniques for operating systems such as Windows and Macintosh Operating System (Mac OS).
14. Maintains competency in current operating systems, desktop computer hardware, and peripherals used in the District.
15. Diagnoses printer problems; disassembles and repairs printers.
16. Uses advanced logical problem solving to isolate faults in computer and peripheral software, hardware, and communications equipment, and implements repairs.
17. Assists users in all aspects of computer systems.
18. Maintains microcomputer applications, communications, and utility programs.
19. Conforms to safety standards, as prescribed.
20. Performs other tasks related to the position, as assigned.

Distinguishing Characteristics

Involves all aspects of microcomputer support and advanced troubleshooting skills.

Knowledge, Skills, and Abilities (Position Expectations)

1. Knowledge of microcomputer operating systems.
2. Knowledge of wired and wireless local area networks (LAN) and wide area network (WAN).
3. Knowledge of communications and connections between computers, peripherals, and networks.

4. Knowledge of computer software applications.
5. Skilled in use of common technology tools such as multi-meters and cable scanners.
6. Ability to effectively communicate with users.
7. Ability to use various methods, procedures, and techniques used in implementing, maintaining, and fine-tuning hardware, software, communications equipment, and databases.
8. Ability to work cooperatively with students, employees, other departments, and the public.
9. Ability to maintain professional demeanor.
10. Ability to recognize and report hazards and apply safe work methods.
11. Possess physical and mental stamina commensurate with the responsibilities of the position.

Position Requirements

Education, Training, and Experience

High school graduation or other equivalent (i.e., General Education Development (GED), foreign equivalency, etc.); plus, five (5) years of work experience in providing operations/support assistance and troubleshooting desktop computers and related systems; or,

Two (2) years of college from an accredited college or university with major area of study in an Information Technology (IT)-related field such as management information systems (MIS), Computer science (CS), etc.; plus, three (3) years of work experience in providing operations/support assistance and troubleshooting desktop computers and related systems.

Licenses and Certifications

A valid driver's license or state-issued identification card.

Preferred Qualifications

Industry certification in computer maintenance, such as Computer Technology Industry Association (CompTIA) A+ certification.

Document(s) Required at Time of Application

1. Copy of a valid driver's license or state-issued identification card.
2. High school transcript or other equivalent (i.e., GED, foreign equivalency, etc.).

3. College transcript(s) from an accredited college or university, if applicable.
4. Specific documented evidence of training and experience to satisfy qualifications.

Examples of Assigned Work Areas

Clark County School District Technology and Information Systems Services (TISS) Division, User Support Services Department, and other locations throughout the District; travel to and from schools and other District office settings.

Work Environment

Strength

Sedentary/medium – exert force of 20-50 lbs., occasionally; 10-25 lbs., frequently; up to 10 lbs., constantly.

Physical Demand

Frequent sitting, standing, walking, pushing, pulling, stooping, kneeling, crouching, reaching, handling, and repetitive fine motor activities. Hearing and speech to communicate in person, via video conference and computers, or over the telephone. Mobility to work in a typical office setting and use standard office equipment. Stamina to remain seated and maintain concentration for an extended period of time. Vision: Frequent near acuity, occasional far acuity, and color vision. Vision to read printed and online materials, a Video Display Terminal (VDT) screen, or other monitoring devices.

Environmental Conditions

Climate-controlled office setting with temperatures ranging from mild to moderate cold/heat. Exposure to noise levels ranging from moderate to loud for occasional to frequent time periods.

Hazards

Furniture, office equipment, communicable diseases, chemicals and fumes (as related to specific assignment), and power/hand-operated equipment and machinery (as related to specific assignment).

Examples of Equipment/Supplies Used to Perform Tasks

Various computers, printers, modems, telephones, fax machines, drills, punch-down tools, digital multi-meters, laser communication devices, data system and communications test equipment, and hand/power tools used in the installation and repair of communication systems.

AA/EOE Statement

The Clark County School District is proud to be an equal opportunity employer. The Clark County School District is committed to providing all applicants and employees equal employment opportunities without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, genetics, disability, age, military status, or other characteristics protected by applicable law. Here at Clark County School District, we are a diverse group of people who honor the differences that drive innovative solutions to meet the needs of our students and employees. We believe that through a culture of inclusivity, we have the power to reflect the community we serve.

Job Revision Information

- Revised: 05/17/23
- Created: 04/08/22