Eunice Public Schools
Job Description

Position: IT Computer Technician

Supervisor: Superintendent of Schools

General Job Description: To provide assistance to teachers and other district employees by repairing computers, peripherals, computer network problems, installing cable, and working with other technology staff to keep hardware and networks working for the benefit of teachers, students, and administrators. Other related duties may be assigned.

QUALIFICATION REQUIREMENTS
The individual must be able to perform each essential job duty and responsibility satisfactorily. The following requirements are representative of the knowledge, skills, and/or abilities needed to perform the job at a fully acceptable level.

PREFERED EDUCATION, EXPERIENCE, AND/OR CERTIFICATION
1. High school diploma or equivalent.
2. Prefer Two (2) years' experience in computer repair services.
3. Knowledge of computer hardware.
4. Knowledge of cabling local area and wide area networks
5. Knowledge of server's peripherals and ability to diagnose problems.
6. Knowledge of computer peripherals and ability to diagnose problems.
7. Knowledge of software installation for Macintosh and PC computers.
8. Any equivalent combination of experience and training that provides the required knowledge, skills, and abilities to perform the essential functions of the position.

COMMUNICATION SKILLS
1. Ability to write reports and correspondence consistent with the duties of this position.
2. Ability to communicate clearly and concisely both in oral and written form using a variety of communication techniques and tools to ensure the appropriate flow of information, collaborative efforts, and feedback.
3. Ability to read, analyze, and interpret information.
4. Ability to effectively present information and respond to questions, inquiries, and/or complaints.
5. Displays courtesy, tact, and respect when dealing with others.

REASONING ABILITY

1. Ability to interpret a variety of instructions and information furnished in written, oral, diagram, or schedule form.
2. Ability to identify and define problems, collect and analyze data, establish facts, and draw valid conclusions.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Diagnoses hardware and operating system problems and repairs.
2. Cleans computer equipment and peripherals.
3. Installs and reinstalls software for proper operation in the instructional process.
4. Identifies and corrects network problems with local area networks and assists network manager with wide area networks.
5. Helps set up computer labs with proper configuration.
6. Consults and works with other district computer personnel.
7. Configures and sets up printers, projection devices, and other computer peripherals to work effectively for various instructional purposes.
8. Assists media/technology secretary with maintenance of the district computer equipment inventory.
9. Picks up and delivers equipment between school buildings.
10. Attends training and acquires certification.
11. Conducts an organized system of receiving repair orders, recording problems, and following through with repairs.
12. Receives and records electronic mail and/or phone orders for repairs.
13. Assists with the development of the computer instruction staff to enable them to conduct simple repairs and solve software function problems.
14. Works closely with the Director of IT Service to manage the online and district system.
15. Assists with other technology problems and equipment operations when possible.
16. Maintains a computer services repair center with appropriate supplies and equipment.
17. Provides emergency assistance as required to maintain district technology services.
18. Develops a flexible work schedule with the supervisor to maintain district technology services.

OTHER SKILLS AND ABILITIES

1. Maintains appropriate confidentiality.
2. Establishes and maintains effective working relationships; demonstrates a commitment to teamwork.

3. Ability to learn and utilize office equipment, computers, and software especially as systems are upgraded.
4. Ability to learn and upgrade job skills in order to meet changing demands of the position.
5. Computer and keyboarding skills.
6. Ability to react well under pressure, handle and balance multiple demands at one time, work with frequent interruptions, and perform duties and tasks at expected levels of professionalism.
7. Extensive knowledge of and ability to perform duties in full compliance with all district, Board of Education, state and federal laws, methods, requirements, policies, procedures, and activities pertinent to the duties of this position.
8. Ability to work independently with minimum supervision.
9. Ability to use independent judgment and demonstrates initiative to act without being asked.

PHYSICAL DEMANDS
1. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
2. While performing the duties of this job, the employee is regularly required to stand, walk, sit, and talk or hear. The employee is frequently required to reach with hands and arms, and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

WORK ENVIRONMENT
1. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
2. Employee experiences constant interruptions and inflexible deadlines. The noise level in this environment is quiet to loud. Duties are performed primarily indoors and occasionally outdoors. In-district and out-of-town travel required as necessary for training and/or to carry out duties and responsibilities.