Job Title: **Computer and Phone Support Technician**

Department: **Information Technology**

Supervisor: **Director of Technology Deployment**

Lane Placement: **ESP Lane 10-11**

Schedule: **8 hrs / 242 days**   Evaluation Group: **JCES 3**

FLSA Classification: **Non - Exempt**

JOB DESCRIPTION

Under the supervision of the Director of Technology Deployment, the Computer and Phone Support Technician performs District wide maintenance repair and support on personal computers, terminals, networks, all computer peripherals, and phones. Maintains computer maintenance for the District and advises District personnel in utilization, maintenance, and repair of computer equipment. Acts as a District liaison with suppliers, vendors, and service sources of computer products, computer and phone parts vendors. Assists in the setup and maintenance of district-wide phone systems.

ESSENTIAL FUNCTIONS

- Responds to repair requests from District personnel and expedites warranty/non-warranty hardware repairs of phones, computers, printers, and other computer-related hardware devices. Works directly with hardware suppliers and 3rd party service providers to expedite timely repair of all related equipment.
- Travels to District locations to perform onsite repair, pickup defective computer equipment, and return repaired equipment to respective schools.
- Assists in the setup and configuration of network devices, personal computers, computer peripherals, and printers.
- Establishes a computer parts inventory based on item turnover frequency and produces requires inventory usage reports.
- Perform setup and maintenance on voice mail, analog, and PBX phone systems. Monitor phone system performance, troubleshoot telephone and voice mailboxes as problems arise. Add new users to systems, as required.
- Trains District Support personnel how to relocate telephones within schools and perform internal related wiring changes to accommodate relocation of personnel. Implement new features to phone system as they become available.
- Maintain telephone equipment inventory, shipping defective material and ordering hardware when necessary.
- Perform minor internal wiring installations; test, rearrange, remove and maintain inside premise. Install, maintain and test access line for all types of analog, digital and hi-capacity equipment. Install, repair and maintain internal phone wiring and plug-in equipment to connect telecommunication systems and equipment.
- Predictable and reliable attendance.

NON-ESSENTIAL FUNCTIONS

- Other duties as assigned.

- This description should not be construed to contain every function/responsibility that may be required to be performed by an employee assigned to this position.
- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
- The requirements listed below are representative of the education, knowledge and experience requirements; the machines, tools and equipment used; background; and any licenses or certifications required.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

QUALIFICATION REQUIREMENTS

- Incumbent must be fingerprinted and clear a criminal backgrounds check.
- Requires High school diploma, GED or equivalent as reviewed by the Department of Human Resources. Verification may be requested.
- Requires an Associate Degree* with successful completion of courses in computer repair, electronic technology, computer information systems or equivalent areas of study.
- Requires minimum four years job specific work experience with demonstrated competence.
- Must understand microcomputer system design and installation.
- Must be capable of distinguishing among hardware, software, and user error problems.
- Must be proficient and skilled at analyzing, diagnosing and repairing personal computers, phone systems, printers, and computer peripherals.
- Needs capability to interface various computer components to produce working systems and computer networks.
- Requires proven skill in troubleshooting and repairing computer problems, both hardware and software.
- Must understand technical language use in repair manuals and other technical resources.
- Must have well developed interpersonal and communication skills. Interacts with vendors and other sources that provide technical support. Consults with all levels of District staff.
- Must prioritize time to each work request.

> **NOTE: The Administration reserves the right to require specific training for this position. However, depending upon the type and quality of prior work experience and availability of formal training programs, some exchanges can be made between training and experience.**

PHYSICAL REQUIREMENTS---*Not limited to the following:*

- Requires lifting (less than 100 pounds).
- Occasional danger from high voltage computer units.

- Physical ability to perform the essential functions listed above with or without reasonable accommodation.
- Requires the ability to lift a minimum of ten (10) pounds.
- Possess the physical, mental, and emotional stability to work under stressful conditions, including but not limited to: deadlines, contract requirements, inspection requirements, and interaction with critical personnel.

Note: This list of essential and marginal functions and of physical requirements is not exhaustive and may be supplemented

All employees are required to participate in the District evaluation process.
It is the employee's responsibility to review and adhere to all district policies and procedures.
This information may be reviewed at www.canyonsdistrict.org

ADA _____   HR _____   Effective date: _____ 6/19/2019 ____

COMPUTER & PHONE SUPPORT TECHNICIAN