



Job Title: **Computer Repair Technician Level 1- 3**

Department: **Information Technology**

Supervisor: **Director of Technology Support**

Lane Placement: **ESP Lane 9, 10, or 11**

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

FLSA Classification: **Non - Exempt**

JOB DESCRIPTION

Under the supervision of the Director of Technology Support, the Computer Repair Technician performs District-wide maintenance, repair and support on all computers, iPads, Chromebooks, computer peripherals, and related equipment. Performs 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, and computer parts vendors.

ESSENTIAL FUNCTIONS

- Provides outstanding customer support.
- Follows the direction of District-level and building technology leaders.
- Provides assistance to teachers and school support staff having problems with computer systems.
- Maintains accurate records of system problems and their resolutions.
- Maintains accurate inventory of technology that is in for repair.
- Responds to repair requests from District personnel and expedites warranty/non-warranty hardware repairs of 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.
- Maintains a computer parts inventory based on item turnover frequency and produces required inventory usage reports.
- Attends District-level technology meetings as assigned.
- Predictable and reliable attendance.

During times of state or district emergency, all employees may be required to perform additional duties that are not required on a normal basis in support of educational and operational priorities. e.g. Performs general cleaning and sanitizing of work areas, provides remote assistance to students and staff, and any other reasonable duty as needed.

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.
- Must be proficient and skilled at analyzing, diagnosing and repairing personal computers, printers, and computer peripherals.
- Requires effective interpersonal skills to interact with individual and groups at all organizational levels. Interacts with co-workers in both structured and unstructured situations. Has extensive interaction with repair vendors. May work under time pressure and urgent needs.
- Must understand technical language used in repair manuals and other technical resources.
- Requires a demonstrated ability to organize, prioritize, and multi-task.
- Requires a valid Utah Driver License.
- A current Apple ACMT certification (or equivalent Apple repair certification). Failure to maintain the certification will result in termination. One exception can be made as detailed below:
 - Because Apple and Microsoft frequently change certifications, what is acceptable will be reviewed on a case-by-case basis. Typically, more advanced certifications are desired.
- Lane is determined through education, certification and experience as outlined below:
 - Lane 9 Requires:
 - One prior year of job-related work experience with demonstrated competence in the repair of computer hardware and software similar to the District's.
 - Achieving an Apple ACMT certification within 3 months. Failure to obtain this certification in the allotted time will result in termination.
 - Lane 10 Requires:
 - One prior year of job-related work experience with demonstrated competence in the repair of computer hardware and software similar to the District's.
 - Maintaining current Apple or Microsoft certificate (or) Associate Degree from an accredited college (or) 4 years of directly related technical experience can be substituted for the Associate Degree.
 - Lane 11 Requires:
 - Three prior years of job-related work experience with demonstrated competence in the repair of computer hardware and software similar to the District's.
 AND
 - Associate Degree from an accredited college (or) 4 years of directly related technical experience (and) maintaining current Apple (or) Microsoft certification.
 OR
 - Maintaining current Apple and Microsoft certification.

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:*

- Physical ability to perform the essential functions listed above with or without reasonable accommodation.
- Requires the ability to lift a minimum of fifty (50) 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.
- Requires the ability to set up and relocation of computer equipment including but not limited to: printer, monitor, CPU/tower, laptop, computer lab, keyboard, mouse, etc.
- Requires the ability to reach under/over/behind standard office furniture while installing computer equipment including but not limited to: printer, monitor, CPU/tower, laptop, computer lab, keyboard, mouse, etc.
- Danger from high voltages inside of computer cases.
- Requires physical stamina including the ability to walk or stand without a break for 1-2 hours.

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: 6/9/2020