

OAK PARK UNIFIED SCHOOL DISTRICT
CLASS TITLE : COMPUTER REPAIR TECHNICIAN

DEFINITION:

This is a full time position, 40 hours/wk, 12 months

Salary: Range 7 on the Classified Salary Schedule CC/CH

Basic Function: Under the direction of the Director of Educational Technology and Information Systems, the Computer Repair Technician supports the district's technology needs by diagnosing, repairing, and maintaining computer hardware and peripherals. This position ensures functionality and availability of essential computer systems, providing technical support across all district school sites.

EXAMPLES OF DUTIES

The description of duties is not intended to be an exhaustive list of all duties, knowledge or abilities associated with this classification, but is intended to accurately reflect the principal job elements.

- Operate a help desk to provide technical assistance to students and staff for various devices including Chromebooks, MacBooks, iPads, PC's, interactive displays, and whiteboards.
- Assist with the installation, configuration, maintenance, and repair of computer equipment,-and peripherals throughout the district
- Troubleshoot and resolve issues with hardware and connectivity.
- Thoroughly document all work through a job ticketing system
- Travel to various sites to perform on-site repairs and technical support.
- Maintain accurate inventory records for district technology assets.
- Update records including inventory and service documentation
- Perform related duties as assigned

EMPLOYMENT STANDARDS

Experience with:

- Technical support and troubleshooting (work as student technology intern is acceptable experience)
- Background in customer service
- Familiarity with Mac OS devices, iOS devices, Chromebooks, Windows OS devices

Ability to:

- Communicate clearly and effectively, with the ability to explain technical issues to non-technical users.
- Schedule and coordinate personal workload and prioritize tasks
- Reliability in meeting deadlines and commitments.
- Work well under pressure
- Participate actively on project teams
- Lift, carry, and move items up to 50lbs without assistance

Education and Experience:

High School Diploma

Prior experience as a student technology intern is highly desirable.

Licenses and other Requirements:

Valid California Driver's License mandatory. Must have personal vehicle and up to date car insurance to travel between school sites.

WORKING CONDITIONS:**Environment:**

School computer lab/classroom/office environment

Tech office workbench

Typical work hours 8:00AM to 4:30PM (may shift 30 minutes earlier or later)

District office environment subject to frequent interruptions

Physical Abilities:

Dexterity of hands and fingers to operate computer keyboards and manipulate cabling and tools; sight able to view monitors and read manuals; hearing and speaking to exchange information; lifting objects up to 50lbs; sitting, climbing, standing, bending, stooping, squatting and crawling.