

PLACENTIA-YORBA LINDA UNIFIED SCHOOL DISTRICT
CLASSIFIED JOB DESCRIPTION

TECHNOLOGY SERVICES TECHNICIAN

DEFINITION

Under general supervision perform installation, diagnosis, maintenance, and repair work for all instructional and administrative micro-computers; assist in the installation, maintenance, and diagnosis of problems for all instructional and administrative telecommunications equipment. Read and interpret technical manuals and perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS

The incumbent of this classification requires experience in on-site installation, diagnosis, maintenance, and repairing of problems pertaining to all facets of personal computers and telecommunications equipment. The incumbent uses a variety of diagnostic utilities, small hand tools, and test equipment.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Perform on-site diagnosis of problems pertaining to micro-computers and telecommunications equipment and related peripheral equipment. Perform routine preventative maintenance. Provide on-site repair of micro-computers. Install micro-computers at various district locations. Provide for the ordering of diagnostic utilities, parts, and supplies from appropriate vendors, estimate material and labor to repair assigned equipment. Where appropriate, recommend repair or replacement. Maintain work area and equipment in a clean and orderly environment. Maintain inventory, repair records and files. Perform related duties as assigned.

QUALIFICATIONS

Knowledge and Abilities

Knowledge of Applesoft, CP/M, Pro-Dos, MS-Dos, Novell, Windows, OS/2 operating systems. Knowledge of standard diagnostic utilities for the Apple, Macintosh, and IBM personal computers and generic software utilities such as Norton, Mace, PCTools. Knowledge of telecommunications software such as Appletalk, Crosstalk, PCPlus, Softtalk, and various transfer protocols. Knowledge of the construction, repair, and maintenance of Apple, IBM, and IBM clone micro-computers. Knowledge of the construction and maintenance of modems, dedicated lines multiplexors, multi-drop concentrators, etc. Knowledge of construction, maintenance, and repair of printers. Knowledge of construction and maintenance of asynchronous telecommunications terminals. Ability to operate diagnostic equipment such as bread-out boxes, ohmmeters, ammeters, data scope, etc. Ability to troubleshoot micro-computers, telecommunications equipment, and related peripherals. Ability to operate micro-computer hardware and software diagnostic utilities. Ability to prepare appropriate RS-234 cable to meet the needs of the end user, including modem cabling, serial printer cabling, parallel cabling, printer cabling, etc. Ability to understand and follow oral and written directions. Ability to establish and maintain effective working relationships with a wide variety of end users. Ability to perform light physical labor.

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience

Two years of recent experience in the field of microcomputer and peripheral maintenance and repair.

Training

Equivalent to completion of the 12th grade. An A.A. Degree in Electronics Maintenance, or Computer Science, or a technical certificate from a recognized technical school is desirable.

License or Certificate

Possession of, or ability to obtain, an appropriate, valid California Drivers License.

Reviewed and Agreed to by:

Incumbent: _____ Date: _____

Board Adopted: January 7, 1997