

EXCELSIOR CHARTER SCHOOLS

JOB DESCRIPTION

TITLE: Computer Technician- General

BASIC FUNCTION:

Under the direction of the assigned immediate supervisor, this position provides staff assistance with using technology and is responsible for the repair and maintenance of all desktop computers, network equipment, and printers; including but not limited to diagnosing, installing, maintaining and repairing hardware and software.

ESSENTIAL DUTIES:

- Know and be committed to Excelsior's Vision, Mission, and Values.
- Install, configure and upgrade computer hardware, peripherals and software.
- Perform complex troubleshooting and technical repair and maintenance of personal computers and peripheral equipment.
- Ensure anti-virus software is installed, properly configured, and regularly updated.
- Perform preventive maintenance on computers and peripheral equipment.
- Ensure all computers are properly inventoried and registered.
- Train employee personnel in use of computer systems and applications as necessary.
- Respond to inquiries and requests through the helpdesk ticket system for assistance with the schools computer systems or PC's. Monitor and track employee's problems to ensure a timely resolution; customer service oriented.
- Identify problems, troubleshoot and provide advice to assist personnel at all sites and work with all levels of personnel regarding computer issues.
- Monitor and update network and computer workstations to provide optimal availability and usability of services.
- Performs on-site or in-house servicing, repair and/or installations, as well as technical assistance over the phone.
- Analyze and diagnose problems, and determine the best solution for desktop, network, hardware and software issues.
- Assist with installing and maintaining approved software utilized within the school. Test software reliability with computer systems and monitor license compliance.
- Perform basic network communications troubleshooting and repair as needed.
- Assist with Installing, maintaining, updating and the backup of software, operating systems and servers.
- Assist with maintaining user accounts and security.
- Data entry and reporting.
- Maintain current knowledge of developments, issues and advancements in data processing equipment and software.
- Pursue academic and professional growth and development as approved; continually seek learning experiences.

- Attend staff development sessions as required by supervisor.
- Assist with other such duties as may be assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Laws, rules and regulations related to Charter Schools, including applicable sections of the State Education Code and Board policies or other applicable laws.
- Current software used by school including but not limited to MS Office, Adobe Software, Google Apps, ,etc

ABILITY TO:

- Demonstrate outstanding interpersonal, organizational, written and verbal communication skills.
- Install, update, troubleshoot, repair and maintain current software, operating systems and servers including server 2003, 2008, Ubuntu Linux Server.
- Solve problems quickly and to handle multiple situations adequately.
- Be an active listener and have positive, professional interactions at all levels and in all situations in order to maintain effective relations with students, staff, parents and community members.
- Maintain records, prepare reports and deliver presentations as assigned.
- Work independently and participate as a team member in a collaborative environment.

QUALIFICATIONS:

- A High School Diploma or Equivalent.
- A+ Certified or two years experience.
- College Course work, or applicable certifications, or 1-3 years of experience in relevant field.
- Must have a valid driver's license with a good driving record and reliable transportation.

WORKING CONDITIONS:

- School campus environment, office environment and various community events
- Irregular or extended work hours.
- Requires moderate lifting, 15-50 pounds.
- Generally the job requires 50 sitting, 30% walking, and 20% standing
- Will require travel to various locations.