

LEAD COMPUTER REPAIR TECHNICIAN

JOB SUMMARY

Under general supervision, perform skilled work in the installation, diagnoses, repair, and maintenance of a variety of microcomputers and related peripheral equipment, including printers. Assist employees in the operation and basic maintenance; provide technical support for all hardware and related equipment. Provide leadership, plan, and organize the work of other repair technicians. Communicate utilizing tact and diplomacy. May assist other trades persons in work which may be outside the field of specialization, requiring aptitude, willingness, and adaptability.

TYPICAL DUTIES

Plan, assign, schedule, provide leadership, coordinate, and perform the skilled work in the Installation of microcomputers and peripheral and network equipment, at any district site with a strong emphasis on the Macintosh platform. Check equipment for proper operation and diagnose operational problems and probable cause. Make adjustments to, repair, and/or make recommendations for the repair (determine if outside repair required) of microcomputers, including printers, disk drives, monitors, switches and hubs. Assist personnel in proper setup, operations and care of computers and related peripherals. Install and terminate cabling as needed. Maintain detailed, accurate repair records. Evaluate condition of donated computers and peripheral equipment prior to district acceptance. Maintain parts inventory and recommend equipment and parts purchases when applicable. Install system software, patches, application software and utilities as needed. May also assist in similar activities on a variety of electronic equipment (i.e., two-way transmitting devices, projectors, t.v.'s, video cameras, etc). Perform other related duties as required.

JOB REQUIREMENTS

Any combination of education, training, and/or experience which demonstrates ability to perform the required duties. A typical qualifying background would include at least two years of journey level experience in the maintenance and repair of microcomputers and peripheral equipment and electronic equipment, some of which included a supervisory or leadership role. Knowledge of 568A/B cabling specifications. Ability to work alone and travel independently to district sites.

Knowledge of:

Basic operations, maintenance, and repair of microcomputers and related equipment both the board and component level; computer and electronic test equipment and tools; AC, DC, and digital electronic theory; Macintosh and PC operating systems; principles of transistorized circuits; safety procedures related to equipment repair; building plans, codes, and safety regulations. Providing training and work direction. Record keeping; safety practices related to the field; Apple certification desired.

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Ability to:

Plan, schedule, and provide leadership to others. Instruct and train subordinates. Diagnose problems and repair defects in microcomputers and related equipment (all peripherals) at both the board and component level. Establish and maintain effective working relationships with all levels of District staff. Understand and interpret manufacturer's maintenance and repair manuals and schematics. Prepare estimates of labor and materials costs for proposed projects and layout work. Follow oral and written instructions. Document, maintain files, written records, and parts inventory.

LICENSE

Must possess a valid California driver's license and the ability to maintain qualification for District vehicle insurance coverage.

PHYSICAL ABILITY

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The employee frequently is required to walk; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee is occasionally required to stand.

The employee must regularly lift and/or move up to 50 pounds, frequently lift and/or move up to 100 pounds, and occasionally lift and/or move more than 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.