

COMPUTER/MULTIMEDIA TECHNICIAN

DEFINITION:

Under general supervision of the Director, Information Services, installs, troubleshoots, adjusts, repairs and maintains a wide variety of personal computers and computer network equipment, electronic audiovisual, and sound equipment; assumes and performs related work as necessary or required.

CLASS CHARACTERISTICS:

This classification is the primary class for providing desktop support of personal computers used throughout the District. Installs and troubleshoots applications software and office suites into personal computers for use in offices and classrooms.

EXAMPLES OF DUTIES:

Installs, inspects, tests, troubleshoots, repairs, maintains and services a variety of personal computer hardware, software, telecommunication, computer network and related peripheral equipment; *E*

Keeps current on developments, advancements in computer hardware, software applications, audiovisual and media technologies and equipment; *E*

Assists with training others in hardware and software applications; *E*

Inspects, tests, troubleshoots, repairs, maintains and services a variety of electronic audiovisual and media equipment such as LCD projectors, televisions, video recorders, tape recorders, public address systems, microphones, headsets, smart boards, and fax machines; *E*

Evaluates, makes recommendations regarding repair, replacement of audiovisual and related equipment, assists in developing purchasing specifications; *E*

Sets up, installs, monitors, operates sound systems for special events; *E*

May train others in the operation and maintenance of equipment;

May direct or coordinate the work of contractors/consultants;

Maintains service and repair records;

Inventories equipment and supplies, requisitions stock and materials, makes reports;

Assists in other areas as assigned, by performing unskilled, semi-skilled and/or skilled tasks;

SUPERVISION:

General Supervision is received from the Director, Information Systems.

Supervision is not exercised over other employees.

May coordinate the work of outside contractors/consultants.

E denotes an essential function of the job.

MINIMUM QUALIFICATIONS:

Knowledge of:

Principles of computer and electronic equipment repair technology;
Use and troubleshooting of current operating systems (Windows 7, XP, etc.), applications and office suites software (Microsoft Office, etc.);
Methods, tools, materials, used in computer, telecommunications, audiovisual and sound equipment system installation, troubleshooting and repair work;
Basic mathematics.

Ability to:

Perform skilled work in the installation, troubleshooting, repair, modification and maintenance of a wide variety of computer and related systems equipment, software, telecommunications, audiovisual, and sound equipment;
Work from diagrams, technical manuals, plans, blueprints, oral and written instruction;
Plan and layout work;
Instruct/assist others in the use and operation of various applications and office suite software;
Assist and/or coordinate the work of consultants;
Estimate time, materials and cost needed to complete assigned tasks;
Understand, interpret and apply written or verbal instructions;
Establish and maintain cooperative working relationships;
Operate motor vehicle equipment.

EDUCATION AND EXPERIENCE:

Individuals possessing the foregoing knowledge, skills and abilities are considered to possess education necessary to succeed in this class. The basic educational skills are typically acquired in completion of high school. Job specific skills are typically acquired in post-secondary training in computer related technology. Completion of course work in maintenance of electronic equipment, Microsoft operating systems and applications software is highly desirable. Two years of progressively responsible work experience reflecting use of journey-level skills in the repair and maintenance of computers and related electronic equipment are typically required to obtain the practical experience to succeed in this class. Prior K-12 school district experience in the repair, upgrade and maintenance of computers and multimedia equipment is desirable.

LICENSE REQUIRED:

Possession of a valid Class C California Driver's License.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Stands, sits, walks, climbs stairs and ladders, maintains balance, stoops and bends, frequently, kneels, crawls, and occasionally reaches over head to perform work; frequently lifts objects weighing 25 pounds, occasionally up to 75 pounds; carries, pushes, and pulls objects while walking; uses fingers on both hands simultaneously, twists and exerts pressure with wrists and hands; has visual acuity to see small details and long distances, has normal depth perception and must have good color vision; hearing and voice communications skills sufficient to conduct normal conversation in person and on the telephone. Drives a vehicle; works around electrical hazards and equipment which makes loud noises; works with sharp objects such as drill bits and screw drivers. Has direct contact with District staff and vendors; frequently works with tight deadlines and without direct guidance from supervisors; Employment is contingent upon passing a physical examination and back evaluation test.

Revised 2/97

Last revised 10/14/04

Revisions effective 7/14/11