



OCEAN VIEW SCHOOL DISTRICT  
Personnel Commission



## COMPUTER/MULTIMEDIA TECHNICIAN

### **JOB SUMMARY:**

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.

### **CLASS CHARACTERISTICS:**

This classification is the primary class responsible for providing desktop support of personal computers used throughout the District. The incumbent in this position is expected to work with the Director to prioritize, schedule, track, document, and perform technical services. The incumbent will exercise independent judgment related to the support of computers, application servers, peripherals, and other technologies and will install and troubleshoot applications software and office suites into personal computers for use in offices and classrooms. Volume of work is high and requires the ability to prioritize and acquire new skills and knowledge to meet user's needs.

### **REPRESENTATIVE DUTIES (*E denotes an essential function of the job.*):**

Install, inspect, test, troubleshoot, repair, maintain and service a variety of personal computer hardware, tablets, software, telecommunication, computer network and related peripheral equipment; *E*

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

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

Inspect, test, troubleshoot, repair, maintain and service a variety of electronic audiovisual and media equipment such as LCD projectors, public address systems, microphones, headsets, smart boards, and fax machines; *E*

Evaluate, make recommendations regarding repair, replacement of audiovisual and related equipment, assist in developing purchasing specifications; *E*

Set up, install, monitor, operate sound systems for special events; *E*

Monitor, maintain and update ticket system for timely and efficient delivery of services; *E*

May train others in the operation and maintenance of equipment;

May direct or coordinate the work of contractors/consultants;

Maintain service and repair records;

Inventory equipment and supplies, requisition stock and materials, make reports;

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

Perform other duties as required to accomplish the objectives of the position.

**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.

**MINIMUM QUALIFICATIONS:**

**Knowledge of:**

- Principles of computer and electronic equipment repair technology;
- Client/server technology, wireless data networks, user account management, physical and logical network components and concepts;
- Hardware and software troubleshooting;
- Enterprise electronic mail (i.e. Microsoft Exchange);
- Large scale system backup and recovery strategies;
- Web servers, firewalls, web content filtering, and basic network management techniques;
- 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.

**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 instructions;
- Plan and layout work;
- Instruct/assist others in the use and operation of various applications and office suite software;
- Prioritize competing tasks and requirements and accomplish them in a timely fashion;
- Read, understand, interpret and apply complex spoken and written instructions and research issues utilizing standard industry resources;
- Assist and/or coordinate the work of consultants;
- Estimate time, materials and cost needed to complete assigned tasks;
- Establish and maintain effective interpersonal relationships using tact, patience and courtesy;
- Operate motor vehicle equipment.

**EMPLOYMENT STANDARDS:**

**Education:**

- High school diploma or equivalent;
- Graduation from a two year degree program in Information Technology, Computer Science or related field is highly desirable.

**Experience:**

- Two (2) 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 License.

**PHYSICAL DEMANDS, WORKING ENVIRONMENT AND HAZARDS:**

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

Revised 2/97

Last revised 10/14/04

Revisions effective 7/14/11

Job Description Review and Revisions Effective: 12/12/2013