SAN DIEGO UNIFIED SCHOOL DISTRICT

POSITION DESCRIPTION

TITLE:	Computer Support Technician	**REPORTS TO:**	Assigned Supervisor
DEPARTMENT:	Various	**CLASSIFICATION:**	Classified
FLSA:	Non-Exempt	**SALARY GRADE:**	034
			OTBS
REVISED:	May 25, 2001		

BASIC FUNCTION:
Plan and install microcomputer hardware and software at school sites and central offices; monitor the daily operations of the software.

REPRESENTATIVE DUTIES: (Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements.)

E = Essential Functions

Install microcomputer hardware and associated peripherals. **E**

Install, configure, and maintain computer software, database software, and network monitoring software such as Appleshare, Novell, and Microsoft products; customize installations. **E**

Evaluate software product requirements such as word processors and spreadsheets; evaluate hardware such as computer platforms, monitors, and tape backup drives for compatibility with software. **E**

Perform feasibility studies to determine application at school sites or central offices. **E**

Maintain microcomputer asset records reflecting CPU count and software inventory. **E**

Assist users with the preparation of requests for service related to addition or relocation of workstations and determining appropriate application software. **E**

Perform related duties as assigned.

MINIMUM QUALIFICATIONS:

EDUCATION AND EXPERIENCE:
Any combination of training, experience, and/or education equivalent to vocational or technical training or community college certification and successful completion of a sponsored internship.

LICENSES AND OTHER REQUIREMENTS:
Possession of a valid California driver's license and availability of private transportation for travel between sites and for transporting microcomputers and peripheral equipment (mileage expense allowance provided).

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Microcomputer operating software systems such as System 7, DOS, Windows, or Unix and working knowledge of hardware.
Network operating systems.
Technical aspects of field of specialty.
Reading and writing English communication skills.

ABILITY TO:
Install, configure, and operate microcomputer software in the IBM, IBM compatible, and/or Macintosh computer platforms.
Communicate effectively orally and in writing.
Maintain cooperative relationships.
Plan and organize work.
Meet schedules and time lines.

WORKING CONDITIONS:

ENVIRONMENT:
Indoor office or classroom.

PHYSICAL REQUIREMENTS:
Hearing and speaking to exchange information; seeing to perform assigned duties; sitting or standing for extended periods of time; dexterity of hands and fingers to operate a computer keyboard and other office equipment; kneeling, bending at the waist, and reaching overhead, above the shoulders and horizontally, to retrieve and store supplies; lifting and moving heavy objects.

9/93 Issued
Revised 3.24.04—PeopleSoft
Job Code 6740
PF