

JOB TITLE: COMPUTER LABORATORY TECHNICIAN

BASIC FUNCTION

Under the direction of the Director of Technology Systems to perform a variety of specialized computer based activities, within the department and district; to schedule, operate and maintain computer lab and assist district staff in its use; to perform installation, set up, and maintenance of computer and instructional media hardware and software; to assist the Director of Technology with the scheduling and clerical duties for the assigned staff and department, and to other work as related.

ESSENTIAL JOB FUNCTIONS

- Serves as clerical assistant for the Director of Technology Systems
- Serves as receptionist, answers telephone and responds to general questions
- Responsible for the scheduling of computer lab times for users and groups
- Maintains equipment and software and materials in computer lab
- Maintains computer lab scheduling on the District Web page
- Prepares technology reports and network activity summaries
- Assists and supports Technical mentors and technical classes
- Responsible for computer lab media checkout procedures
- Assists staff members in the solution of computer problems
- Maintains work order log and assists in the scheduling of assigned technicians
- Works with Electronic Technicians to develop system documentation
- Assists the department technicians with microcomputer software implementation
- Assists the Data Processing Technician with reporting responsibilities
- Assist in the maintenance and control of Department budget, and the processing of requisitions
- Maintains a suitable lab environment for instruction, training, and demonstrations
- Perform a variety of routine clerical functions
- Work with other departments regarding the bidding and purchase of equipment and materials
- Maintains department logs for sites
- Works with lab instructors for class preparation
- May assist with development and maintenance of the computer lab handbook

JOB REQUIREMENTS – QUALIFICATIONS

Skills, Knowledge and/or Abilities Required:

Skill to:

- To operate a variety of personal computers, printers, and related hardware
- To operate a variety of audio visual equipment
- To perform minor computer repair and maintenance functions
- To operate standard office equipment
- Type or keyboard at a moderate rate
- Perform appropriately in situations requiring tact and diplomacy

Knowledge of:

- MAC and/or PC Windows environment, software and hardware applications
- Current software applications used in an office and school environment
- Current word processing skill at a moderate level of proficiency
- Organization and coordination of specialized and responsible clerical functions
- Modern office methods and equipment, including automated record management and filing systems, microcomputer and computer terminal operations processes, telephone techniques, correspondence and report writing

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- English usage, grammar, spelling, and punctuation
- Basic methods and techniques of organization and planning

Ability to:

- Communicate effectively both orally and in writing
- Assume responsibility for routine organization and coordination of the clerical activities of the supervisor's office
- Establish and maintain comprehensive and accurate files and records, and prepare concise and complete reports as required
- Perform basic accounting and book keeping functions
- Assist staff with web page maintenance and implementation
- Test and evaluate new software
- Organize and prioritize time to meet all necessary deadlines
- Continuously upgrade skills and knowledge in the area
- Establish and maintain positive and effective working relationships
- Work courteously and tactfully with co-workers, public and parents
- Promotes team building and a positive work environment
- Adapt easily to work assignments, additional priorities and new procedures
- Receive constructive criticism and modify work appropriately
- Prioritize and identify needs and solve problems independently as appropriate
- Suggest procedural improvements to superior as appropriate
- Skillfully handle difficult situations using good judgement
- Maintain high level of professionalism in keeping the needs of customers a top priority
- Understand and carry out oral and written directions
- Perform general clerical work with speed and accuracy
- Suggest procedural improvements to superior as appropriate

PHYSICAL DEMANDS

- Persons performing service in this position classification will be expected to perform medium work, which involves lifting no more than 50 pounds at a time with frequent lifting or carrying of objects weighing up to 25 pounds. If someone can do medium work, we determine that he or she can also do sedentary and light work. (*Per the Code of Federal Regulations – Section 404.1567 “Physical Exertion Requirements”*)

Reasonable accommodation may be made to enable a person with a disability to perform the essential functions of the job.

EXPERIENCE AND EDUCATION REQUIREMENT

Experience:

One (1) year of responsible and varied experience in an automated office environment, including experience with file servers and file sharing. Experience in documenting software and technology systems is desired.

Education:

Equivalent to the completion of High School, supplemented by training or course work in computer technology, computer systems, computer instruction, and other subject matter areas applicable to the assignment.