

KLAMATH COUNTY SCHOOL DISTRICT

JOB DESCRIPTION

TITLE:	Computer Technician II		
REQUIREMENTS:	Approved for employment through an Oregon School based fingerprint screening. Valid Driver's License	REPORTS TO:	Network Manager/Technology Coordinator (Supervisor)
EDUCATION:	Associates in Computer Science or Equivalent with the job related experience preferred Preferred Certifications: A+, Network+	FLSA Status:	Non-Exempt
LENGTH OF WORK YEAR:	Hours and days as specified on posting		
EVALUATION:	Performance of this job will be evaluated annually in accordance with Klamath County School District policies.		
GENERAL JOB QUALIFICATIONS:	<p>Ability to organize work, maintain district-wide technology, and communicate effectively with end users and supervisors. Ability to communicate effectively and professionally with staff members, students, and the general public. Skills to apply knowledge of troubleshooting a variety of computer issues related to computer hardware/software, network printers, projectors, and more. Installation of equipment as directed.</p> <p>Physical ability to adhere to OSHA and district safety regulations. Work within the district's communicable disease control plan (blood borne pathogens) and be aware of the existence and potential exposure to hazardous chemicals as identified on the MSDS sheets.</p>		

ESSENTIAL JOB RESPONSIBILITIES (Not Necessarily Limited To)

1. Assist end-users with computer technical support of district technology including but not limited to installation of computers, hardware, software, audio equipment, peripheral equipment, and wiring/hooks-up of computers to the internet/domain. Complete remote and on-site repairs, rebuilding of computers, computer maintenance, computer troubleshooting, and take inventory (entry and verification of equipment and software).
2. Complete installations of technology related equipment including but not limited to: switches, access points, casting equipment, projectors, televisions/smart-tv, smartboards, speakers, microphones, mixers, amplifiers, ect.
3. Serves as liaison at the school level with the technology department to restore service computers when major software/hardware/network glitches occur.
4. Work in dropped ceilings and crawlspaces to run new network lines.
5. Work for extended periods from elevated positions including ladders.
6. Utilize and prepare helpdesk tickets-
7. Maintain accurate and detailed record of repair/maintenance tickets and activity performed on all district equipment.
8. Update helpdesk tickets daily.
9. Work effectively as a team member in the technology department.
10. Strong communication skills, oral and written are required for the support of District technical issues and determine the source of problems.
11. Cultivate strong and positive working relationship with the Technology Service Department and other departments to develop a broad perspective and understanding of the business needs and challenges.
12. Inform Supervisor and Technology Secretary of daily school schedule by 8am every morning and update Supervisor with changes to the schedule.
13. Ability to efficiently manage work time and be able to work for significant periods of time independently and without supervision.
14. Regular attendance is an essential function of this position. Demonstrated ability to meet or exceed expectations for attendance.
15. Perform other duties as assigned by supervisor.

16. Expected to stay up to date with current developments in the technology sector. Must have a passion for computer technology.
17. Fundamental understanding of TCP/IP networking: LAN, WAN, DNS, DHCP, subnets, IP addressing
18. Troubleshooting cabling infrastructure connectivity issues, including patch panels and patch cables
19. Good understanding of infrastructure technologies, including Routers, Switches, Load Balancers and Firewalls at the enterprise level.
20. Terminate, assemble and install 8pin modular connectors
21. Troubleshoot network and equipment problems.
22. Maintaining and supporting IT physical infrastructure
23. Assists in supporting, configuring, maintaining, and upgrading internal networks
24. Develop a high level of familiarity with the physical layout of MDFs and IDFs at 20+ sites
25. Install new and replacement networking hardware
26. Troubleshooting the physical network (Layer 1) with the use cabling tools

PHYSICAL REQUIREMENTS (Mark appropriate box)

LIFTING					
Pounds	Never	Seldom 1-5%	Occasionally 6-33%	Frequently 34-66%	Continuously 67-100%
1-10 lbs.					√
11-20 lbs.				√	
21-50 lbs.			√		
51-75 lbs.			√		
76-100 lbs.		√			
> 100 lbs.		√			
Maximum amount lifted by worker without assistance: No more than 75-100 lbs.					
If required, lifts over ___75___ lbs. are performed with two or more people or lift devices.					

CARRYING					
Pounds	Never	Seldom 1-5%	Occasionally 6-33%	Frequently 34-66%	Continuously 67-100%
1-10 lbs.				√	
11-20 lbs.				√	
21-50 lbs.			√		
51-75 lbs.		√			
76-100 lbs.		√			
> 100 lbs.	√				
Maximum amount carried by worker without assistance: No more than 75 lbs.					
If required, carrying over ___75___ lbs. are performed with two or more people or lift devices.					

PUSHING/PULLING FORCE TO BE EXERTED					
Pounds	Never	Seldom 1-5%	Occasionally 6-33%	Frequently 34-66%	Continuously 67-100%
1-10 lbs.				√	
11-20 lbs.				√	
21-50 lbs.			√		
51-75 lbs.		√			
76-100 lbs.		√			

> 100 lbs.		✓		
Maximum weight of object pushed/pulled by worker: No more than 75-100 lbs.				
Distance: <u>75</u> Type of Surface: (i.e. level, carpet, tile): level				

ENVIRONMENT (WORK CONDITIONS)	
Works Inside <u>95</u> % of the time	/ Works Outside <u>5</u> % of the time.
Temperature Extremes: Yes* (playground duty, etc.)	
Works on or around moving machinery or mechanical parts: No	

*Dependent upon seasonal weather changes.

OTHER PHYSICAL DEMANDS					
Activity	Never	Seldom 1-5%	Occasionally 6-33%	Frequently 34-66%	Continuously 67-100%
Bend/Stoop				✓	
Twist				✓	
Crouch/Squat				✓	
Kneel				✓	
Crawl			✓		
Walk-Level Surface					✓
Walk-Uneven Surface				✓	
Climb Steps				✓	
Climb Ladder			✓		
Work at Heights			✓		
Reach at or Above Shoulder				✓	
Reach Below Shoulder				✓	
Use of Arms					✓
Use of Wrists					✓
Use of Hands					✓
Grasping/Squeezing					✓
Operate Foot Controls	✓				

ENDURANCE							
Activity	Never	Seldom 1-5%	Occasionally 6-33%	Frequently 34-66%	Continuously 67-100%	Total Hours At One Time	Total Hours In A Work Day
Sitting				✓			
Standing				✓			
Walking				✓			
Change Positions				✓			

