

East Side Union High School District

Job title: Communications and Microcomputer Technician

Description of basic functions and responsibilities:

To operate, monitor, and maintain the District's mini and micro computer systems and related peripheral equipment; to coordinate, schedule, and run reports; and to assist users of on-line data processing equipment. To install, implement and monitor local and wide area networks for both mini and microcomputers systems. Serves as the contact person for microcomputer based hardware systems. Employees in this classification receive general supervision within a framework of standard policies and procedures. This job class provides a variety of responsible duties in ensuring that the District's information systems tasks are completed properly and in a responsive manner. This job class requires knowledge in the field of electronic computer and related equipment operations.

Supervisor: Manager of Computer Operations

Typical duties:

Operates the District's mini and microcomputers and peripheral equipment including disk drives, tape drives, printers, on-line terminals, multiplexers, modems, communication servers, Ethernet gateways and cluster controllers

Installs local area networks for both mini and micro based computer systems

As needed runs programs to generate reports; formats, prints, decollates, and bursts data reports

Assists users with problems and questions related to computer systems hardware and software

Travels to schools to install or repair equipment, transport equipment, or to provide user assistance

Monitors and troubleshoots communication network problems

Monitors and verifies input/output data for general appropriateness and takes corrective action when errors occur

Maintains computer system equipment in proper working order; installing, monitoring, and adjusting a variety of equipment including microcomputers, printers, terminals, multiplexers, and modems, coordinates repairs as needed

Performs system dumps; monitors available file space, transfers information from disk storage to magnetic tape; and maintains accurate records of transfers completed

Maintains a variety of records and logs related to assigned duties including reports generated and hardware/software problems and repairs

Records operating procedures for processing, generating, and printing reports; maintains system manuals and documentation

Performs routine cleaning and maintenance of computer and peripheral equipment

Distributes computer printouts to appropriate sources

Provides on-call emergency response as required

Transports system backup tapes to storage

Assists in the development/revision of manual and computerized forms

Shreds classified documents

Performs related duties as required

Employment standards:

Knowledge of communication concepts of local area networks and wide area networks

Knowledge of advanced techniques to effectively monitor mini and microcomputer networks

Knowledge of the principles and techniques applied in the operation of computer equipment and related data processing equipment

Knowledge of proper office and records keeping methods, practices, and procedures

Knowledge of logical work flow as it pertains to computer operations and data processing

Ability to understand and carry out both oral and written instructions

Ability to schedule and prioritize job flow efficiently

Ability to operate computer hardware and software effectively

Ability to quickly identify problem areas or situations, isolate problem causes, and take appropriate action to resolve problems identified

Ability to type accurately at a rate required for successful job performance

Ability to operate computer equipment with speed and accuracy

Ability to communicate effectively in both oral and written forms

Ability to establish and maintain effective work relationships with those contacted in the performance of required duties

Ability to lift and move heavy boxes and equipment

Possession of a valid and appropriate California Driver's License