

**CLARKSVILLE-MONTGOMERY COUNTY SCHOOL SYSTEM
CLARKSVILLE, TENNESSEE
JOB DESCRIPTION**

Job Title: Computer Repair Technician

Department: Technology

Grade I
H.P.D. 8
D.P.Y. 260

Job Description

Date Reviewed: October 2022

Reports To: Chief Technology Officer

Purpose of Job

The purpose of this job includes repairing and maintaining computer and electronic hardware and related diagnostic software; resolving immediate operational and/or safety concerns; and procuring and maintaining supplies and materials. Performs other related duties as assigned by the Chief Technology Officer.

Essential Duties and Responsibilities

The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Assesses equipment failure to determine appropriate actions in order to maintain electronic hardware and peripherals device operations.

Installs and repairs electronic equipment (e.g. computers, printers, electronic fuel pumping systems, digital visualizers, LCD projectors, A/V equipment, etc.) Also performs detailed component repairs including, but not limited to, circuit boards and power supplies with precision soldering replacement and repair.

Follows blueprints and manufacturer specifications; utilizes hand-tools and test instruments, including voltmeters, voltage regulators, line tracers, and audio tracers.

Investigates and evaluates equipment damage or loss to determine if caused by negligence or accident for overall liability for repairs or replacement.

Performs data sanitation of storage devices, i.e. hard drives, to ensure critical data is properly destroyed, thus maintaining district security prior to disposal or sale of district surplus property.

Trains district personnel regarding operation of new hardware and/or applications.

Provides in-person, phone, and email support to CMCSS staff and students for supported hardware and software issues.

Aligns, adjusts, and calibrates equipment according to specifications.

Installs software programs and updates, including firmware updates.

Serves as liaison to hardware providers and outside repair services in order to convey and/or receive information while maintaining a cross-functional relationship allowing for the district to perform warranty work on-site.

Procures electronic parts, supplies, and materials to ensure the availability of items required to repair computer and electronic components.

Coordinates with other staff for the purpose of completing projects/work orders efficiently.

Additional Job Functions

Performs other related duties as assigned to ensure the efficient and effective functioning of the work unit.

Minimum Training and Experience Required to Perform Essential Job Functions

- Associates Degree in Computer Repair or Military Class A School in Electronics, or A+ Certification with high school diploma (or equivalent) required; or any equivalent combination of education, training, and experience that provides the requisite knowledge, skills and abilities for this job.
- Valid driver's license and the ability to provide reliable transportation to deliver equipment or provide needed services to all CMCSS locations.

KNOWLEDGE OF JOB

Has considerable knowledge of the policies, procedures, and activities of the School System and electronic repair practices as they pertain to the performance of duties relating to the job of Computer Repair Technician. Has considerable knowledge of Information System practices as necessary in the completion of daily responsibilities. Knows how to develop and administer operations and staff plans and objectives for the expedience and effectiveness of specific duties of the department. Knows how to keep abreast of any changes in policy, methods, computer operations, equipment needs, etc. as they pertain to department operations and activities. Able to effectively communicate and interact with supervisors, members of the general public, and all other groups involved in the activities of the department. Able to assemble information and make written reports and documents in a concise, clear, and effective manner. Has good organization, human relations, and technical skills. Able to use independent judgment and work with little direct supervision when necessary. Has the ability to comprehend, interpret, and apply regulations, procedures, and related information. Has comprehensive knowledge of the terminology, principles, and methods utilized within the department. Has the mathematical ability to handle required calculations. Knowledgeable and proficient with computers.

(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

PHYSICAL REQUIREMENTS: Must be physically able to operate a variety of office machines and computer equipment such as telephones, computers and peripherals, copiers, etc. Must be able to use body members to work, move or carry objects or materials. Must be able to exert up to forty-five of force occasionally, and/or up to ten pounds of force frequently. Physical demand requirements are at levels of those for Moderately Active work.

DATA CONCEPTION: Requires the ability to compare and or judge the readily observable functional, technical, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

INTERPERSONAL COMMUNICATION: Requires the ability of speaking and/or signaling people to convey or exchange administrative information. Includes giving assignments and/or directions to co-workers or assistants.

LANGUAGE ABILITY: Requires the ability to read a variety of informational documentation, directions, instructions, and methods and procedures related to the job of Computer Repair Technician. Requires the ability to write reports with proper format, punctuation, spelling, and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence using correct English and a well-modulated voice.

INTELLIGENCE: Requires the ability to learn and understand complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to the job of Computer Repair Technician.

VERBAL APTITUDE: Requires the ability to record and deliver information to supervisors and officials; to explain procedures and policies; and to follow verbal and written instructions, guidelines and objectives.

NUMERICAL APTITUDE: Requires the ability to utilize mathematical formulas; add and subtract totals; multiply and divide; determine percentages; determine time and weight; and utilize statistical inference.

FORM/SPATIAL APTITUDE: Requires the ability to inspect items for proper length, width, and shape, visually with office equipment.

MOTOR COORDINATION: Requires the ability to coordinate hands and eyes while using automated office equipment.

MANUAL DEXTERITY: Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have the ability to use one hand for twisting or turning motion while coordinating other hand with different activities. Must have average levels of eye/hand/foot coordination.

COLOR DISCRIMINATION: May require the ability to differentiate colors and shades of color.

INTERPERSONAL TEMPERAMENT: Requires the ability to deal with people (i.e. staff, supervisors, general public, and officials) beyond giving and receiving instructions such as in interpreting departmental policies and procedures. Must be adaptable to performing under moderate stress when confronted with an emergency related to the job of Computer Repair Technician.

PHYSICAL COMMUNICATION: Requires the ability to talk and/or hear: (talking - expressing or exchanging ideas by means of spoken words). (Hearing - perceiving nature of sounds by ear).

ATTENDANCE: A regular and dependable level of attendance is an essential function for this position.

The Clarksville-Montgomery County School System is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the school system may provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this job description by the employee assigned to the job and the immediate supervisor.

Employee's Signature

Supervisor's Signature

Employee's Munis Number

Date

Date