

ELK GROVE UNIFIED SCHOOL DISTRICT

CLASS TITLE: COMPUTER REPAIR SHOP LEAD-BUSINESS AND TECHNOLOGY TRAINING INSTITUTE (BTII)

BASIC FUNCTION:

Under the direction of the Director-Technology Services, oversee and train in the diagnosis and repair of computers and District standard printers; support the activities of the Mobile Repair Service keeping the van stocked with appropriate spare parts; perform depot maintenance on computers as required; maintain records and prepare related reports as required; assure the safety and proper operation of test equipment and tools; maintains shop cleanliness and accounts for equipment, tools and supplies with perpetual inventory of each.

ESSENTIAL FUNCTIONS:

Oversee and train in the diagnosis and repair of computers and District standard printers.

Assign and monitor student repair projects for depot repair of District computers, printers and peripheral devices.

Complete paperwork as required, including work orders, parts requisitions, parts inventory, surplus declarations and repair shop logs; assure timely disposal of surplus equipment, parts and supplies.

Maintain accurate spare parts inventory for depot repair shop; maintain adequate supply of parts for mobile repair van, including toners and fuses for printers.

Attend manufacturer training to maintain warranty certification for District selected vendors as required.

Notify supervisor when acceptable repair cycle times will be exceeded.

Provide periodic management reports.

Attend assigned staff meetings.

Operate a vehicle to conduct work; pick up and drop off equipment according to established timelines.

Maintain safe, neat and clean shop area.

Perform related duties as assigned.

DEMONSTRATED KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Microsoft Windows and Macintosh operating systems.
Diagnostic techniques and procedures used in electronics repair.
Basic record-keeping techniques.
Interpersonal skills using tact, patience and courtesy.
Proper methods of storing equipment, materials and supplies.
Proper lifting techniques.

ABILITY TO:

Diagnose both software and hardware problems with Intel based computers and Apple manufactured computers.
Deal with public and customers that are extremely upset.
Operate, service and make minor repairs on equipment.
Make routine equipment adjustments and perform routine maintenance.
Provide technical assistance to computer systems users.
Establish and maintain cooperative and effective working relationships with others.
Maintain routine records.
Prioritize and schedule work.
Train and provide work direction to others.
Maintain consistent, punctual and regular attendance.
Use proper lifting methods.
Move hands and fingers to operate a computer keyboard.
Sit or stand for extended periods of time.
Hear and speak to exchange information.

EDUCATION AND EXPERIENCE REQUIRED:

Any combination equivalent to: graduation from high school supplemented by college-level course work in computer repair training, electronics or closely related field and two years experience diagnosing and repairing PC and Microsoft-based computers, including multimedia devices such as CD-Roms, speakers and microphones.

LICENSES AND OTHER REQUIREMENTS:

Driving a vehicle to conduct work.
Arm-lift 40 pounds.

WORKING CONDITIONS:

ENVIRONMENT:

Shop conditions.
Driving a vehicle to conduct work.