



FALLBROOK UNION HIGH SCHOOL DISTRICT

EMPLOYMENT OPPORTUNITY

2234 S. Stagecoach Lane
 Fallbrook, CA 92028
 Job line: (760) 723-6332 ext. 6495

PC SUPPORT TECHNICIAN

SALARY:

Range 19

DEFINITION:

Under the direction of the Director of Technology, provide technical service and support for personal computers and their users; install, troubleshoot, and maintain software, hardware, and PC related peripherals.

EXAMPLES OF DUTIES:

- Provide technical assistance, service and support to personal computer users.
- Install, configure, update, and maintain personal computer software, including applications, utilities, and operating systems.
- Unpack and setup new personal computers, move or relocate existing personal computers when needed.
- Connect personal computers to local area networks (LAN), printers, scanners, digital cameras, and other PC related peripherals.
- Configure personal computers for proper connectivity to LAN, WAN, and the Internet.
- Respond to and resolve user problems either directly or by referring user to the proper service and support person.
- Communicate any unresolved network, software, or hardware problems with the proper department staff.
- Understand and interpret manufacturer's maintenance and repair manuals.
- Maintain hardware and software inventories.
- Troubleshoot problems involving printing, application access, operating system errors, and workstation communication conflicts.
- Maintain patch cabling, device cabling, and peripheral equipment.
- Maintain accurate inventory records of personal computers, software, and related equipment.
- Perform related duties as assigned.

QUALIFICATIONS:

- **Knowledge of:** Microsoft Windows operating systems and related Windows applications, utilities, and device drivers; working knowledge of LAN's, WAN's, TCP/IP, and other related system protocols; personal computer components and related peripherals, including setup and connection of printers, scanners, digital cameras, and other devices.

- **Ability to:** Install personal computer software including applications, utilities, device drivers, and operating systems; setup and install new or existing personal computers; effectively troubleshoot software and hardware problems; analyze situations accurately and adopt an effective course of action; work cooperatively with users and other personnel; establish effective working relationships with others; understand and follow oral and written directions; observe legal and defensive driving practices; communicate clearly and effectively both orally and in writing; establish and maintain records and prepare reports.
- **Education and Experience:** Any combination equivalent to graduation from high school plus two (2) years experience of personal computer software and hardware, service and support in a network environment. Coursework in computer science, computer engineering, information systems, or a closely related field may be substituted for the experience, on the basis of 30 semester or 45 quarter units for one year of experience.
- **Licenses and Other Requirements:** Valid California Driver's license

WORKING CONDITIONS:

- **Environment:** Computer room environment, computer labs, classrooms and offices; subject to cool temperatures. Driving a vehicle to conduct work.
- **Physical Abilities:** Hearing and speaking to exchange information in person or on the telephone. Able to view a computer monitor and differentiate electrical color-coded low-voltage cabling. Dexterity of hands and fingers to operate a computer keyboard. Lifting, carrying, pushing or pulling moderately heavy computer equipment. Bending at the waist, kneeling or crouching.

<u>SUPERVISOR:</u>	Director of Technology
<u>WORK YEAR:</u>	12 Months
<u>OVERTIME:</u>	Non-exempt

Adopted 4/2/01