

**Barnard School
South Hampton**

**POSITION DESCRIPTION:
COMPUTER TECHNICIAN**

Definition:

Under the supervision of the Principal, helps to install, maintain, troubleshoot, upgrade computer hardware, software, and peripheral equipment; makes recommendations regarding hardware and software acquisitions; prepares documentation and provides user assistance to school staff; and performs related work as required. The position is for 25 flexible hours weekly to include at least half of the time during school hours.

Technical Support:

Technician performs technical support functions, including physical installation, assembly, configuration and maintenance of all devices. An essential element is the provision of prompt and effective problem solving and troubleshooting to school employees and students through an intranet processing system (LAN).

Examples of key duties:

- Install, configure and upgrade operating systems and software, using standard business and administrative packages: may modify specific applications for use in various grade levels.
- Manage and maintain the Backup and Disaster Recovery System.
- Help create network user accounts, home directories, and configuration for authentication to network and directory services.
- Install, assemble and configure computers, and peripherals such as printers, scanners and related hardware; pull cables and rewire or direct the rewiring of cables as required.
- Monitor, install and update any released upgrades that are required for security fixes; upgrade and repair computers; contact Apple for repair of covered computers; evaluate and determine if older computers are worth repairing; order parts and maintain older technology.
- Monitor our switches, firewall and maintain and update as needed; Call outsource providers and consultants for further resolution of problems.
- Troubleshoot problems with computer systems, including troubleshooting hardware and software, network and peripheral equipment problems; make repairs and corrections where required.
- Provide all end users desktop and network support; ensuring all necessary technology resources are set up and available for testing
- Acts as a technical resource in assisting users to resolve problems with equipment and data; helps to implement solutions or notifies outsource providers as required.
- Manage the District's File, Domain Name Services, Open Directory and DHCP Servers; Communicate with the Principal in a timely manner regarding problems; Contact the technology consultant for resolution to issues that are not easily resolved.
- Modify system requirements so as to maintain network stability, connectivity and continuity throughout the school's network infrastructure.
- Monitor and correct issues with the LAN and WAN and wireless network; Consult with outsource vendors as necessary.
- Assist with the planning, design, and research and acquisition of new or upgraded hardware and software systems; maintains current knowledge of hardware, software and network terminology and recommends modifications as necessary; and performs other duties of a similar nature or level.

Qualifications:

Education and Experience: Equivalent to completion of four years of college-level coursework in computer science, information technology or a related field and/or two to four years of APPLE computer installation, maintenance and repair experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job listed above. Knowledge, experience or be willing to train on managing wireless networks, backup systems firewall and HP switches.

Certifications:

Apple Certified Macintosh Technician (currently possess or willing to be trained in)
Mac OS Client Deployment

Physical Requirements and Working Conditions:

Must possess mobility to work in a standard office/school setting and to use standard office/school equipment, including a computer, strength to lift and carry objects weighing up to 40+ pounds; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

Knowledge of:

- Computer hardware, software and peripherals such as servers, network systems, printers, interactive projection devices, and scanners.
- Current technology related to School applications, networks and the equipment required to maximize system support.
- Procedures for installing, configuring, upgrading, troubleshooting and repairing applicable software, hardware and peripherals; Principles, practices, hardware and software related to the establishment and maintenance of LAN's and WAN's.
- Techniques for explaining technical concepts and procedures to non-technical users.

Skilled In:

- Installing, configuring and upgrading operating systems and software.
- Installing, configuring, assembling and repairing computers and peripherals such as printers and related hardware. Communicate with outsource vendors as needed.
- Assists in monitoring the School's LAN's and WAN's.
- Troubleshooting and solving hardware and software problems.
- Instructing users on new or upgraded computer applications and hardware; using initiative and independent judgment within established guidelines and procedures.
- Organizing own work, setting priorities and meeting critical timelines and procedures.
- Communicates effectively

PHYSICAL ACTIVITY REQUIREMENTS – Computer Technician			
LIFT up to 10 lbs.	frequently	TWISTING	occasionally
LIFT 11 to 25 lbs.	frequently	BENDING	constantly
LIFT 26 TO 50 lbs.	occasionally	CRAWLING	rarely
LIFT over 50 lbs.	rarely	SQUATTING	occasionally
		KNEELING	occasionally
CARRY up to 10 lbs.	frequently	CROUCHING	rarely
CARRY 11 to 25 lbs.	occasionally	CLIMBING	rarely
CARRY 26 TO 50 lbs.	occasionally	BALANCING	rarely
CARRY over 50 lbs.	rarely		
		WORK SURFACES: Desktop for most work, linoleum, carpet, concrete, drywall and suspended ceiling for infrastructure maintenance. Some work may be required remotely.	
REACH above shoulder height	occasionally		
REACH at shoulder height	frequently		
REACH below shoulder height	frequently	SUMMARY OF OCCUPATIONAL EXPOSURES: Mostly in a school environment in climate controlled computer lab. Some work in the building structure maintaining infrastructure.	
PUSH/PULL	occasionally		
		CONTROLS AND EQUIPMENT USED: Equipment described in the Job Description	
HAND MANIPULATION:			
GRASPING	constantly		
HANDLING	frequently	OTHER CONSIDERATIONS AND REQUIREMENTS: Access while not on premises for troubleshooting. Some non-traditional working hours while system is idle.	
TORQUING	occasionally		
DURING THE AVERAGE WORKDAY, EMPLOYEE IS REQUIRED TO:			
SIT:	CONSECUTIVE HOURS:	1	TOTAL HOURS: Up to 25 hours weekly.
STAND:	CONSECUTIVE HOURS:	1	TOTAL HOURS: Up to 25 hours weekly.
WALK:	CONSECUTIVE HOURS:	1	TOTAL HOURS: Up to 25 hours weekly.
COGNITIVE AND SENSORY REQUIREMENTS:			
TALKING:	required		
HEARING:	required		
SIGHT:	required		
TASTING & SMELLING:	not required		