CORONA NORCO UNIFIED SCHOOL DISTRICT

CLASS TITLE: COMPUTER TECHNICIAN I

BASIC FUNCTION:
Under the direction of an administrator, to perform duties in providing service and assistance to staff in various areas; provide technical customer support services.

ESSENTIAL DUTIES:
- Provide technical customer support requests, diagnose, troubleshoot and provide solutions and route unresolved problems to appropriate staff.
- Utilize District software to assist staff in processing and running updates on systems.
- Provide assistance to walk-ins and serve as a first-responder for phone calls received for support; assist with phone calls, emails, access request forms, remote access assistance and testing assistance.
- Retrieve and update records from District systems; download files, identify and correct errors, update the final product and create a report; send reports to the end users.
- Prepare, generate and maintain various records and reports related to duties including those concerning payroll, accounts payable, report cards and progress reports.
- Communicate with staff and outside agencies to exchange information, coordinate activities and resolve issues or concerns.
- Troubleshoot, diagnose, and resolve first level hardware, software and network connectivity problems; escalates complex problems to proper Information Technology staff for resolution.
- Perform preventative maintenance and basic troubleshooting on office equipment.
- Operate a variety of office equipment, computers and software.

OTHER DUTIES:
Perform related duties as assigned.

KNOWLEDGE/ABILITIES:
Principles, methods and procedures of operating computers and peripheral equipment.
Student, human resources and financial systems.
Basic computer problem troubleshooting.
Computer hardware systems and software applications.
Troubleshoot, diagnose and resolve ambiguous computer and PC hardware, software and connectivity problems.
Record retrieval and storage systems.
Record-keeping and report preparation techniques.
Answer telephones and greet the public courteously.
Operate office equipment and software.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.
Remain calm and pleasant under stressful situations.
Work independently with little direction.
Multi-task, function in a fast-paced unstructured environment with frequent changes.
Meet schedules and timelines.
Maintain records and prepare reports.
Accurately perform mathematical computations.

EDUCATION AND EXPERIENCE:

High School Diploma or equivalent and one (1) year of experience in technical support customer service or a related field or 6 units of college or trade school in computer related courses.

LICENSES AND OTHER REQUIREMENTS:

TB Test Clearance, Criminal Justice Fingerprint Clearance, Pre-employment Safety Videos.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.
Hear and speak to exchange information in person and on the telephone.
See to view a computer monitor.
Sit for extended periods of time.
Lift and carry objects weighing up to 10 pounds.
Push and pull objects up to 35 pounds.