

## LEMON GROVE SCHOOL DISTRICT

### **CLASS TITLE: MICROCOMPUTER NETWORK TECHNICIAN**

#### **DEFINITION:**

Under the direction of the Director of Information Systems, delivers and installs hardware, makes repairs to hardware and software related to the microcomputer network, trains staff, acts as a primary resource in providing computer hardware and software technical support to the District, schools and staff.

#### **TYPICAL DUTIES:**

Assists in the distribution, installation and operation of computer systems for the purpose of maintaining a microcomputer network. (E)

Conducts training for new and existing users for the purpose of supporting the District microcomputer network. (E)

Prepares materials required for training sessions, including developing specific user application instructions for the purpose of informing users. (E)

Confers with users on system operational malfunctions and determines corrective action or steps for the purpose of maintaining a functional computer network. (E)

Tests and modifies software applications prior to user utilization for the purpose of end user success and seamless integration. (E)

Assists in the installation of enhanced software applications for the purpose of maintaining up to date software releases. (E)

Performs microcomputer trouble-shooting and problem analysis for the purpose of diagnosing, repairing and/or replacing equipment. (E)

Reports major software and system malfunction to the Director of Information Systems for the purpose of maintaining efficient operation of the network. (E)

Modifies existing and new forms, reports or other documents as designed by Administration for the purpose of uniform system/user applications. (E)

Assists Department of Information Systems in the installation and maintenance of the local area network for the purpose of maintaining reliable data communication services. (E)

Installs all new work stations and loads appropriate software for the purpose of providing users with network access. (E)

Assists other personnel as may be required for the purpose of supporting them in the completion of their work activities.

Perform other duties as assigned.

January 30, 2002

**KNOWLEDGE OF:**

Operation of microcomputer equipment and related repair equipment.

Microcomputer operating systems and their basic uses.

Requirements and procedures for determining the configuration of microcomputer equipment, system-level and commercially packaged software.

Microcomputer data communications concepts, capabilities, and methods.

General knowledge of computer programming language applications.

Internet practices and procedures.

Troubleshooting practices and procedures related to microcomputers, local area networks and peripheral equipment.

TCP/IP protocol.

Microsoft operating environment.

Troubleshooting and repairing networks.

**ABILITY TO:**

Utilize multiple microcomputer network applications including operating systems software, as well as, word processing, Internet browsers, and spreadsheets.

Install microcomputer equipment and system-level and commercially-packaged software.

Manipulate numerical data in the production of reports.

Work effectively with staff.

Independently analyze problems and implement solutions.

Communicate effectively both orally and in writing.

Troubleshoot and resolve problems related to Internet connectivity.

Work with and provide assistance regarding a variety of computers and peripheral equipment.

**EDUCATION AND EXPERIENCE:**

Prior job-related experience.

**ENVIRONMENT:**

January 30, 2002

Office environment.

**PHYSICAL DEMANDS:**

Dexterity of hands and fingers to operate a computer keyboard.

Hearing and speaking to exchange information.

Seeing to view a computer monitor.

Lifting moderately heavy objects weighing up to 50 pounds.

Bending at the waist, kneeling or crouching.

Reaching overhead, above the shoulders and horizontally.