Salary Grade 30

Summary Information:			
Classification Title:	Computer Support Technician	Date Prepared:	04/2003
FLSA Status:	Non-Exempt		

Typical Decisions and Recommendations Provided to Others:

This job requires the regular exercise of independent action within defined policy parameters in your area of speciality.

Activity Identification

Activity Name

634	Maintenance - Personal Computers	Schedule or arrange for maintenance of personal computers.
642	Telecommunication Systems Trouble Shooting	Work with users to resolve telecommunication system errors or failures. Involves identifying problems and implementing corrective actions. Problems addressed include hardware, software, and procedure.
641	Telecommunication Systems Maintenance	Maintain existing telecommunication systems and documentation.
629	Distributed Processing	Set up and maintain servers for remote sites of the District.
648	Microcomputer Assistance	Assist users in defining microcomputer needs and selecting hardware and software.
077	Technical Assistance	Provide consultation and assistance regarding specific matters within identified area of expertise.
630	Software/Hardware Selection	Identify user requirements, evaluate software alternatives, and make recommendations for the selection of software/hardware.
636	Testing	Test data processing programs and systems.
649	Data Processing Training	Train users in the operation of new or modified systems and programs.
628	LAN Administration	Installs, maintains and monitors the operation of the District's local area network
999	Assigned Duties	Perform other duties as assigned.

General Classification Specification Factors:

Education/Experience:	A.A. Degree with major course work in computer science or management information systems with no related experience required; or Vocational training (720 hours) from a vocational-technical school or accredited community college in an area of data processing (excluding computer operations and data entry) with one year appropriate related experience; or High School Diploma or equivalent with two years appropriate related experience
Supervisory Responsibility:	None
Type of Supervision:	N/A

Effective Date:

07/01/2003

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Skill Identification

Managerial/Supervisory Skills	Important	Not Important
Developing Multi-year Strategic and/or Operational Plans		
Developing Annual Budgets		
Policy Development		
Controlling Expenses		
Coordinating Resources		
Decision making		
• Delegation		
Individual/group leadership		
• Interpersonal (working with groups)		
Knowledge of Business/organizational systems		
• Negotiating and/or persuading others to take action		
Promoting safety		
• Supervising, coaching and developing employees		

Office Skills	Important	Not Important
Checking grammar/punctuation		
• Filing		
Perceiving detail in checking information/forms		
Reading comprehension (high school level)		
Operating word processing software		
• Operating a computer terminal for data entry		
Operating automated spreadsheet software		
Scheduling appointments and/or travel		
Taking and distributing messages		
Taking dictation and meeting minutes		
• General mathematical - adding, subtracting, multiplying, etc.		

		Not
Professional and Technical Skills	Important	Important
Accounting/finance		Х
• Advanced math - algebra, statistics, geometry		Х
• Architecture		Х
• Bookkeeping		Х
Computer operations		Х
Computer programming		Х
Contract interpretation		Х
• Craft skills (electrical, etc.)		Х
Drawing-figures/drafting		Х
• Engineering		Х
Graphic arts		Х
Landscaping		Х
Good Judgment	Х	
Work standards	Х	
• Integrity	Х	

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Skill Identification (cont.)

		Not
Communication Skills	Important	Important
	Х	
• Oral communicationexchanging or expressing ideas by means of the spoken word		
Presentationstransmitting information in a formal setting		Х
• Foreign communicationusing a language other than English to communicate in writing or orally		Х
• Written communicationpreparation of manuscripts, speeches, detailed plans, letters, policies, etc.		Х
Editing written documents for content		Х
• Reading comprehension - understanding technical or scientific blueprints and charts		Х
Public speaking		Х

Physical Demands	Important	Not Important
		Х
Balancing - maintaining body equilibrium to prevent falling when		
walking, standing, or crouching		
• Carrying - transporting an object, usually holding it in the hands or arms or on the shoulder	Х	
• Climbing - ascending or descending ladders, stairs, scaffolding, ramps, poles, ropes, and the like, using the feet and legs and/or hands and arms		Х
Color - Match or discriminate colors		Х
• Fingering - picking, pinching, or other-wise working with the fingers primarily (rather than with the whole hand or arm as in handling)	Х	
• Feeling - perceiving such attributes of objects and materials as size, shape, temperature, or texture, by means of receptors in the skin, particularly those of fingertips		Х
 Handling - seizing, holding, grasping, turning, or otherwise working with the hand or hands (fingering not involved) 		Х
 Hearing - perceiving the nature of sounds by the ear or receiving detailed information through oral communication, or making fine distinctions in sound 		Х
• Lifting - raising or lowering an object from one level to another (includes upward pulling)		Х
• Pulling - exerting force upon an object so that the object moves toward the force (includes jerking)		Х
• Pushing - exerting force upon an object so that the object moves from the		Х
force (including slapping, striking, kicking, and treadle actions)		
• Reaching - extending the hands and arms in any direction		Х
• Seeing - obtaining impressions through the eyes of shape, size, distance,		Х
motion, color, or other characteristics of objects or people		
• Sitting – placing your body in a chair, bending at the waist, with your knees bent and back straight		Х