

## **GUILFORD COUNTY SCHOOLS JOB DESCRIPTION**

### **JOB TITLE: LEAD COMPUTER REPAIR TECHNICIAN TECHNOLOGY SERVICES DEPARTMENT AUXILIARY SERVICES DIVISION**

#### **GENERAL STATEMENT OF JOB**

Under occasional supervision, performs specialized technical and supervisory work in the repair and maintenance of various electronic devices such as personal computers, monitors, disk drives, and printers. Work involves using specialized testing devices and maintenance documentation to determine malfunctions; repairing computer equipment; assembling devices; and installing electronic components. Work requires lifting and moving computer hardware. Employee is also responsible for overseeing subordinate Computer Repair Technicians and ensuring workflow and standard quality levels are met with respect to computer repair. Employee oversees requirements for manufacturers' reimbursement programs. Employee reports to the Director of Technology Services.

#### **SPECIFIC DUTIES AND RESPONSIBILITIES**

Oversees and ensures proper procedures with respect to subordinate employees performing various repair tasks.

Oversees and ensures appropriate certifications with regards to various manufacturers' warranty reimbursement programs.

Operates a work-order tracking system (Help Desk) to receive, clear or transfer daily work requests.

Reviews repair requests, determines scope of projects and schedules workflow to ensure efficient use of resources.

Reviews repair requests, determines extent of needed service, determines feasibility of request and works closely with users to determine appropriate course of action.

Assists with establishing and enforcing policies, procedures and guidelines for repair of equipment.

Reviews repair parts and hardware specifications and makes recommendations concerning acquisitions.

Oversees maintenance contracts for computer equipment and ensures all equipment is serviced as required.

## **LEAD COMPUTER REPAIR TECHNICIAN**

Ensures standard quality levels are met with respect to computer repair.

Uses special testing devices, schematic diagrams, factory maintenance documentation or system-defined tests to locate malfunctions in electronic devices such as personal computers, monitors, disk drives, and printers.

Uses specific manufacturer's documentation to determine malfunctions and repair computer components according to manufacturer's guidelines for warranty reimbursement.

Orders replacement parts and completes appropriate documentation for manufacturer's warranty reimbursement.

Determines cause of error and applies corrective action to correct problems and repair computer equipment.

Assembles computer equipment according to schematic diagrams and written instructions as required.

Installs, replaces and repairs electronic components of computer equipment.

Modifies and upgrades units such as installing additional memory and adding drives.

Monitors performance of equipment and makes necessary adjustments to assure quality performance.

Maintains inventory of repair parts and materials.

Lifts, carries and moves computer equipment as required.

Maintains accurate records as required.

### **ADDITIONAL JOB FUNCTIONS**

Performs other related work as required.

### **MINIMUM TRAINING AND EXPERIENCE**

Associate's degree in electronics or a related field and 2 to 3 years of experience in electronics maintenance and repair, with some supervisory experience preferred; or any equivalent combination of training and experience which provides the required knowledge, skills, and abilities. A+ Certification required. Manufacturers' certifications preferred.

## LEAD COMPUTER REPAIR TECHNICIAN

### SPECIAL REQUIREMENTS

Possession of a valid driver's license issued by the State of North Carolina. An employee assigned to this position is designated as Category "A." Category "A" employees are governed by Guilford County Schools Policy GA and Administrative Procedure GA-P, "Drug and Alcohol Free Workplace," which spells out specific drug testing requirements, procedures and consequences of positive alcohol or drug tests or arrest for alleged violation of any alcohol or drug-related offense.

### MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

**Physical Requirements:** Must be physically able to operate a variety of equipment and tools including computer hardware and software, wires, cables, etc. Must be able to exert up to 30 pounds of force occasionally, and/or up to 5 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Physical demand requirements are for medium work.

**Data Conception:** Requires the ability to compare and/or judge the readily observable, functional, structural or composite characteristics (whether similar or divergent from obvious standards) of data, people or things.

**Interpersonal Communication:** Requires the ability to speak and/or signal people to convey or exchange information. Includes receiving instructions, assignments or directions from superiors.

**Language Ability:** Requires the ability to read a variety of correspondence, technical manuals, trade journals, etc. Requires the ability to prepare reports, forms, system documentation, etc. using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak to people with poise, voice control and confidence.

**Intelligence:** Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form; and to deal with several abstract and concrete variables.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to give oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages including computer terminology.

**Numerical Aptitude:** Requires the ability to utilize mathematical formulas; to add and subtract;

## **LEAD COMPUTER REPAIR TECHNICIAN**

multiply and divide; utilize decimals and percentages.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape.

**Motor Coordination:** Requires the ability coordinate hands and eyes rapidly and accurately in using computer equipment.

**Manual Dexterity:** Requires the ability to handle a variety of items such as computer equipment. Must have minimal levels of eye/hand/foot coordination.

**Color Discrimination:** Requires the ability to differentiate between colors and shades of color.

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

**Physical Communication:** Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear.) Must be able to communicate via telephone.

### **KNOWLEDGE, SKILLS AND ABILITIES**

Considerable knowledge of design, assembly, and operation of personal computers and other electronic devices.

Considerable knowledge of electronic principles.

Considerable knowledge of diagnostic tools and utilities.

Working knowledge of the use and operation of standard electronic testing equipment.

Working knowledge of computer hardware and common software applications.

General knowledge of the principles of supervision, organization and administration.

Some knowledge of the current literature, trends and developments in the field of technology.

Ability to schedule workflow to obtain efficient processing.

Ability to read and interpret schematic diagrams and maintenance documentation.

Ability to systematically determine the source of problems in electronic devices and take appropriate action.

## **LEAD COMPUTER REPAIR TECHNICIAN**

Ability to review and evaluate computer hardware and make recommendations for improvement.

Ability to respond to questions and make judgments based on knowledge of computer equipment.

Ability to generate correspondence and reports independently.

Ability to prepare and process documents such as purchase orders, etc.

Ability to perform initial installations or upgrades of computer hardware.

Ability to prepare and maintain processing standards

Ability to maintain complete and accurate records.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

### **DISCLAIMER**

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to this job.