

**JOB DESCRIPTION**  
**Pleasanton Unified School District**

**COMPUTER OPERATIONS TECHNICIAN**

**Purpose Statement:**

The job of Computer Operations Technician is done for the purpose/s of maintaining computer network operating systems and equipment to meet the technology needs of the District's administrative and student service operations; generating financial and other administrative reports required by the District and contract districts; ensuring completion of data processing jobs within required time frames; and maintaining HP3000 computer system, providing information, direction and/or recommendations regarding network operations.

**Essential Functions**

- Assesses malfunctions of hardware and/or software applications (e.g. servers, network applications, network protocols) for the purpose of trouble shooting problems and determining appropriate actions required to maintain computer and network operations.
- Attends meetings as assigned for the purpose of conveying and/or gathering information required to perform functions.
- Consults district staff and appropriate staff of contract districts to determine the data requirements for the purpose of ensuring that the reporting requirements are able to be scheduled to maximizing the availability of the data.
- Coordinates with other staff within district and contract districts for the purpose of completing projects and work orders efficiently.
- Designs various forms and report formats for the purpose of providing requested data in desired form as determined by district staff and/or regulatory agencies.
- Evaluates computer and network equipment requiring specialized computer repair and trouble shooting skills for the purpose of identifying repair needs and coordinating work with vendors if appropriate.
- Evaluates optimum end-user solutions using current and emerging technologies for the purpose of planning operations and maximizing benefits to the district and contract districts.
- Generates a variety of financial and other reports (e.g. payroll, financial statements, etc.) for the purpose of providing required data within established time frames.
- Prepares written materials (e.g. reports, memos, letters, etc.) for the purpose of documenting activities, providing written reference and/or conveying information.
- Procures equipment, supplies and materials for the purpose of maintaining availability of required items and completing jobs efficiently.
- Repairs computers, peripherals, network equipment and software, requiring specialized computer and electronics repair skills on-site and/or through service contracts for the purpose of maintaining computer and network equipment in a secure and operating condition.
- Requests quotations for the purpose of providing cost information and/or purchasing required hardware and software items and services.

**Other Functions**

- Assists other personnel for the purpose of supporting them in the completion of their work activities.

**Job Requirements: Minimum Qualifications**

**Skills, Knowledge and Abilities**

SKILLS are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skills required to satisfactorily perform the functions of the job include: adhering to safety practices; operating equipment used in computer repair and maintenance; planning and managing projects; preparing and maintaining accurate records; and using pertinent software applications.

KNOWLEDGE is required to perform algebra and/or geometry, read technical information, compose a variety of documents, and/or facilitate group discussions; and analyze situations to define Issues and draw conclusions. Specific knowledge required to satisfactorily perform the functions of the job includes: general programming languages; network and computer operating systems; and network troubleshooting

ABILITY is required to schedule activities and/or meetings; gather, collate, and/or classify data; and consider a number of factors when using equipment. Flexibility is required to independently work with others in a wide variety of circumstances; analyze data utilizing defined but different processes; and operate equipment using a variety of standardized methods. Ability is also required to work with a significant diversity of individuals and/or groups; work with data of varied types and/or purposes; and utilize a wide variety of types of job-related equipment. In working with others, some problem solving may be required to identify issues and select action plans. Problem solving with data requires analysis based on organizational objectives; and problem solving with equipment is moderate to significant. Specific abilities required to satisfactorily perform the functions of the job include: working with constant interruptions; meeting deadlines and schedules; communicating with diverse groups; and working with detailed information/data.

**Responsibility**

Responsibilities include: working under limited supervision using standardized practices and/or methods; leading, guiding, and/or coordinating others; and operating within a defined budget. Utilization of some resources from other work units is often required to perform the job's functions. There is a continual opportunity to impact the Organization's services.

**Working Environment**

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling; some stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 70% sitting, 10% walking, and 20% standing. The job is performed under a generally hazard free environment.

**Experience** Job related experience is required.

**Education** Targeted job related education that meets organization's prerequisite requirements.

**Required Testing**  
Pre-employment Proficiency Test

**Continuing Educ. / Training**  
None Specified

**Certificates & Licenses**  
Novell CNE, MS CSE

**Clearances**  
Criminal Justice/Fingerprint Clearance  
Tuberculosis Clearance

**FLSA Status**  
Non Exempt

**Approval Date**

**Salary Grade**  
Classified 23