



**BERKELEY UNIFIED SCHOOL DISTRICT**  
**Human Resources Department**

**CLASSIFICATION AND  
 POSITION DESCRIPTION**

TITLE:	<b>Computer Technician II</b>	REPORTS TO:	<b>Assigned Supervisor</b>
DEPARTMENT/SCHOOL:	<b>Information Technology</b>	CLASSIFICATION:	<b>Non-Administrative Classified Technical</b>
FAIR LABOR STANDARDS ACT CLASSIFICATION:	<b>Non-Exempt</b>	WORK YEAR: HOURS:	<b>12 months/Calendar 2000 7.5 hours per day or duty days/hours as assigned</b>
APPROVED: Board Commission	<b>June 29, 2016 July 15, 2016</b>	SALARY GRADE:	<b>Schedule: 56 Range: 54</b>

**BASIC FUNCTION:**

Under an assigned supervisor, install, maintain and repair computer equipment, peripherals, and networks to prevent service interruption; install, support and maintain a variety of servers for the District; lead, train, and provide work direction and guidance to Computer Technician I; and instruct personnel in the operation of computers, peripherals, and related equipment.

**REPRESENTATIVE DUTIES:**

**ESSENTIAL DUTIES:**

- Install, maintain and repair PC and Macintosh computer equipment and related peripherals; review and prioritize work orders
- Install, support and maintain a variety of servers for the District including Windows, OSX and Linux systems; serve as primary contact for vCenter/Virtual Machine setup and related issues; work with vendors to roll out new services and their infrastructure to the District; document use of services
- Install, configure and assist in the use of various operating systems and software applications; troubleshoot and resolve software and hardware related problems; re-install operating systems and other programs as needed
- Participate in the installation, configuration and maintenance of networks and related equipment; assist schools in the implementation of networks; install network hubs, wiring and cables; upgrade network hardware and software as needed; install hub and set up computers and peripheral equipment; utilize diagnostic testing software and equipment to identify causes of networking problems
- Provide user support and training to staff in the operation and care of assigned equipment and software including network access, internet usage, user accounts and data backup; assist schools with the selection and installation of software; create user accounts, unlock accounts, reset passwords and assist in other related activities; assist sites with prioritizing equipment and software needs
- Consult with vendors, service providers and technical support regarding purchase of parts, status of repairs and software and hardware related questions

- Make recommendations regarding the purchase of hardware and software products; analyze and evaluate software and hardware for potential use; submit proposals to site management for approval and action; prepare and process purchase orders; participate in maintaining the technology plan; deliver purchased equipment to sites as directed
- Perform general technology maintenance activities including rack-mounting, power balancing UPS loads, backup tape and drive swapping, and other on-site local terminal work
- Lead, train and provide work direction and guidance to Computer Technician I
- Operate a variety of hand and power tools; drive a vehicle to sites to conduct work
- Maintain inventory of computers and networking equipment; maintain software license inventories; manage the database of systems/network equipment to maintain accurate inventory; maintain records and logs related to assigned activities
- Attend web seminars on products to evaluate use for the District; conduct end-user training presentations as requested; maintain current knowledge of technical advances in the field

**OTHER DUTIES:**

Perform related duties as assigned

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Principles and practices of installing and maintaining LAN, Windows and other assigned servers and workstations

Computer hardware systems and software applications utilized by the District

Materials, methods and tools used in the operation and repair of computer and network systems

Record-keeping techniques

Technical aspects of field of specialty

Oral and written communication skills

Laws, rules and regulations related to assigned activities

Inventory methods and practices

Proper methods of storing equipment, materials and supplies

**ABILITY TO:**

Perform skilled work in the repair, maintenance and installation of a variety of PC and Macintosh computerized equipment and peripherals

Provide technical assistance to computer systems users

Install, maintain and repair LAN, Windows and other servers and workstations

Troubleshoot and repair basic system malfunctions and maintain system operation

Develop effective training presentations as directed

Train and provide work direction to assigned personnel

Research, analyze and recommend new system software and hardware

Make routine equipment adjustments and perform routine maintenance

Communicate effectively both orally and in writing

Prioritize and schedule work

Maintain records and prepare reports

Work cooperatively with others  
Plan and organize work  
Operate a vehicle to conduct work

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: two years of college-level course work in computer science, information technology or related field and three years of experience in the installation, maintenance and repair of computer and network systems, servers, peripherals and related equipment

**LICENSES AND OTHER REQUIREMENTS:**

Valid California driver's license

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Indoor environment  
Driving a vehicle to conduct work  
Evening or variable hours

**PHYSICAL DEMANDS:**

Dexterity of hands and fingers to operate hand tools, computer keyboards and other assigned equipment  
Reaching overhead, above the shoulders and horizontally  
Climbing ladders to reach ceiling cables  
Sitting or standing for extended periods of time  
Perform work which involves the frequent lifting, carrying, pushing and/or pulling of objects typically weighing up to 50 pounds, and occasionally and with assistance up to 75 pounds  
Bending at the waist, kneeling or crouching  
Seeing to perform computer repair duties

**HAZARDS:**

Occasional working at heights