



Leadership • Collaboration • Support

**JOB TITLE: Computer Technician**

**CSEA Salary Schedule, Range 28**

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**DESCRIPTION OF BASIC FUNCTION AND RESPONSIBILITY**

To develop and conduct personal computer training programs and provide support to personal computer users with various software applications and related hardware.

**JOB REQUIREMENTS AND QUALIFICATIONS**

- Possession of a valid California state driver's license.
- Possession of a high school diploma or equivalent.
- A combination of education and training equivalent of two years' experience which demonstrates the ability to perform the duties and responsibilities as described.
- Knowledge of TCP/IP networks.
- Knowledge of principles and operation of network and computer software, hardware, and related peripheral equipment.
- Willingness to travel to various work sites in and out of Solano County.
- Ability to read and interpret technical manuals.
- Ability to network both Macintosh and IBM (or compatible) personal computers with Windows NT and Wide Area Networks.
- Ability to develop and present classroom and individual training for hardware and software applications.
- Ability to prepare clear and concise written communications and make oral presentations.
- Ability to research technical manuals and guides to respond to questions and solve computer problems.
- Ability to establish and maintain cooperative working relationships with those contacted during the course of work.

- Ability to physically lift computer equipment and printers.

This work consists of varied and responsible professional duties at a journey person level of job performance.

### **ESSENTIAL DUTIES**

- Assists and trains personal computer users on an individual or group basis with various questions related to software applications or personal computer operations.
- Reviews requests from departments for personal computer components and replacement parts to ensure compatibility to existing systems.
- Coordinates installation and set-up of personal computers.
- Loads and installs software.
- Researches personal computer manuals and guides and contacts vendors if necessary to answer user questions and solve personal computer problems.
- Performs software diagnostics on personal computers and related equipment.
- Serves as information source for computer or network related problems.
- Assists in the preparation of the necessary paperwork to purchase personal computer hardware, software, and related peripheral equipment.

### **MARGINAL DUTIES**

- Plans, coordinates, schedules, and presents computer training classes in various personal computer hardware, software, and related peripheral equipment.
- Develops and assembles training materials and handouts.
- Evaluates training programs.
- Conducts assessment for personal computer training needs and support personal computer user groups.
- Performs other duties as assigned.

### **SUPERVISION RECEIVED**

Employees in this classification receive general supervision within a framework of overall objectives.

### **SUPERVISION EXERCISED**

None

## PHYSICAL ACTIVITY REQUIREMENTS

This position requires a physical examination be taken and passed based on the physical requirements listed below:

### Work Position (Percentage of Time):

Standing (35%)

Walking (30%)

Sitting (35%)

### Body Movement (Frequency):

None (0) Limited (1) Occasional (2) Frequent (3) Very Frequent (4)

Lifting – lbs. (0-40)

Lifting (3)

Bending (3)

Pushing and/or  
Pulling Loads (1)

Reaching  
Overhead (2)

Kneeling or  
Squatting (3)

Climbing Stairs (3)

Climbing Ladders (2)