CLASS TITLE: TECHNOLOGY PROGRAMMER- SERVICE
REPORTS TO: Director of Technology
EXEMPT STATUS: Exempt
APPROVED: January 14, 2016- Order #2016-1720

BASIC FUNCTION:
Perform a variety of skilled and technical duties related to the installation, repair, alteration and maintenance of microcomputers, computers, printers and other peripheral equipment; train and provide work direction to computer and data communications maintenance technicians.

REPRESENTATIVE DUTIES:
- Perform a variety of skilled and technical duties related to the installation, repair, alteration and maintenance of microcomputers, computers, printers and other peripheral equipment; schedule repairs or installations.
- Train, schedule and provide work direction to computer and data communications maintenance technicians; review work to assure compliance with quality standards and work orders.
- Inspect, isolate and diagnose system malfunctions and determine appropriate repair procedures; replace defective parts and restore to proper operation of equipment; analyze and resolve general software malfunctions.
- Perform preventive maintenance on printers including cleaning, lubricating, adjusting mechanical parts and checking cables and connectors as necessary; dust circuit boards and disk drives.
- Install mainframe equipment including terminals, printers and modems; determine appropriate location for installation; install cables and connect devices and test device for proper operation.
- Maintain and repair data terminals and a variety of data communications equipment, including multiplexer equipment, span equipment, modems and interfacing equipment.
- Move equipment to new locations as requested; reroute and install communication cables for new location; test system to assure proper operation.
- Perform component level equipment repair; remove defective components and replace and initiate test procedures according to established procedures; locate and request replacement components.
- Operate multimeters, oscilloscopes, signal injectors, and digital logic probes to test circuiting by signal injection method; operate hand tools, protocol analyzers, floppy disk analyzer, diagnostic software, soldering iron and cable testing equipment.
- Communicate with a variety of departments regarding the repair and installation of computer equipment; communicate with vendors and manufacturers regarding parts, pricing, purchases and product information to find best source of supply.
- Provide assistance, information and technical expertise to faculty, administrators and students regarding the safe and proper operation, care and maintenance of computerized equipment.
• Maintain records of computer repairs, materials used, moving and installation activities and work orders; maintain records of maintenance supplies used.
• Maintain regular attendance.
• Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**
• Computerized and electronic equipment including microcomputers, computer terminals, peripherals and other data communication equipment.
• Methods, equipment and tools used in the skilled repair and servicing of computer equipment.
• Principles of training and providing work direction.
• Electronic and electrical theory and practices.
• Analog and digital communications equipment and maintenance techniques.
• Safety practices and precautions used in working with computer equipment.
• Operation of a variety of testing equipment, hand and power tools and measuring instruments.
• Basic DOS commands and computer operations.
• Technical aspects of the computer field.
• Diagnostic techniques and procedures used in computer and electronics repair.
• Basic record-keeping techniques.
• Interpersonal skills using tact, patience and courtesy.
• Health and safety regulations.

**ABILITY TO:**
• Perform a variety of skilled and technical duties related to the installation, repair, alteration and maintenance of microcomputers, computers, printers, modems, multiplexers, span equipment and other data communications equipment.
• Plan and organize work.
• Assign and review the work of others.
• Train and provide work direction to others.
• Install computers and related equipment at District sites.
• Operate electronic measuring instruments, testing equipment and tools in a safe and proper manner.
• Read and interpret schematics and blueprints.
• Read, interpret and implement technical service manuals and schematic diagrams to repair assigned computer and peripheral equipment.
• Plan and lay out installation and repair work including estimating labor and material costs.
• Maintain records related to work performed.
• Establish and maintain cooperative and effective working relationships with others.
• Analyze situations accurately and adopt an effective course of action.
• Work independently with little direction.
• Lift heavy objects.
PHYSICAL DEMANDS

- Work is performed while standing, sitting and/or walking
- Requires the ability to communicate effectively using speech, vision and hearing
- Requires the use of hands for simple grasping and fine manipulations
- Requires bending, squatting, crawling, climbing, reaching
- Requires the ability to lift, carry, push or pull light weights

Reasonable accommodation may be made to enable a person with a disability to perform the essential functions of the job.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: two years college-level course work in electronics and three years increasingly responsible experience repairing and servicing computer terminals, microcomputers and data communications equipment.