

OPEN & PROMOTIONAL

February 9, 2012

The La Habra City School District Personnel Commission announces the establishment of an eligibility list for the following position.

PC SUPPORT TECHNICIAN (12)

Salary: \$3,730 – \$4,770/month (6 steps)

(8 hrs/day – 12 months/year)

Definition

Under general supervision of the Supervisor of Technology, provides technical support for District and school personnel, including hardware and basic network trouble shooting, installation of new software products and updates to existing programs; responds to and administrates help desk requests, and maintains district wide technology inventory.

Typical Tasks

- Assemble, install, configure and repair new and existing computers including multimedia and related peripheral equipment.
- Troubleshoot and repair basic network LAN infrastructure.
- Respond to District and school personnel to trouble shoot computer and basic network problems.
- Maintain and update District help desk system.
- Assist and provide guidance to school site computer technicians in trouble shooting software, hardware, and basic network issues.
- Install new programs and update (revisions) to existing District run programs.
- Maintain and perform detailed updates to district wide inventory including client machines, servers, and network equipment.
- Perform other related duties as may be assigned.

Minimum Qualifications

Education: Completion of high school or General Education Diploma (*GED*). A+ and/or Network+ Certification, graduate from a business college or computer training institute with degree or certificate in computer technology preferred or equivalent work experience.

Experience: Minimum of two years performing diagnostic testing, repair and preventative maintenance on personal computers, and related hardware. Experience providing customer support in a technology environment utilizing Windows operating systems required. Help desk, call center and basic network experience preferred.

Knowledge

of: PC hardware and software troubleshooting, entry level LAN networking, Microsoft Office, Windows 2003 server and above including Active Directory, current help desk principles.

Ability to: Troubleshoot and resolve, in person and via telephone, problems experienced by computer system users; be self-motivated and work under minimal supervision, maintain good working relations with all levels of personnel.

License: Must have and maintain a California Driver's License, have transportation and be insurable.

PHYSICAL REQUIREMENTS

The work environment and physical demands of the positions as described below are representative of those that must be met by an employee to successfully perform the essential functions of a position in this Technology classification. These physical standards are generic in nature and tasks may vary dependent on school site or specialized department assignment.

Work Environment

In this position the employee works both indoors and outdoors. While performing the duties of this job, the employee occasionally works near moving mechanical parts, electrical power supply and high voltage. This position also requires working in a cramped or restrictive work chamber; working on ladders or at heights, and occasional exposure to cleaning fluids. The noise level in the work environment is usually moderate. Driving a vehicle to conduct work is also required.

Physical Demands

Ability to frequently lift, pull or otherwise move objects up to 50 pounds without assistance. Lifting, carrying, pushing or pulling moderately heavy objects will be performed by this position. Dexterity of hands and fingers to operate various equipment and handle, or feel objects, tools, or controls. Standing or sitting for an extended period of time. There is constant bending at the waist, kneeling, squatting and crouching, reaching overhead, above the shoulders and horizontally. This position will perform frequent pushing, pulling loads, climbing stairs, and occasionally climbing ladders. While performing the duties of this job, the employee is regularly required to walk; reach with hands and arms; and use hearing and speaking to exchange information in person, on the telephone or via email. Vision abilities needed to diagnose and handle technology requests and read a variety of materials. Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Must be able to handle the physical requirements of installing computer equipment in difficult to reach locations.

The information contained in this physical standards description is for compliance with ADA and is not an exhaustive list of duties performed. The individuals currently holding this position perform additional duties and additional duties may be assigned.

Candidate must pass pre-employment physical prior to employment.

LA HABRA CITY SCHOOL DISTRICT

February 9, 2012

To: All PC Support Technician (12) Applicants
From: Carol Argomaniz/Classified Personnel
Re: Testing Information - Application Deadline

APPLICATION DEADLINE:

Friday, February 24, 2012 at 4:00 p.m.

There will be a written test for all candidates given at the District Office,
500 N. Walnut Street, La Habra on:

Wednesday, February 29, 2012 at 2:00 p.m.

All candidates who pass the written test will then be called for a panel interview. This is also part of the testing procedure to establish an eligibility list for this position. The date for this is:

Monday, March 5, 2012 (By appointment)

Current, permanent employees of the La Habra City School District will earn 1/4 point for every year of permanent service to the District, not to exceed 5 points. (Personnel Commission Rules.)

At the time of this announcement we are establishing a list for one open position in our District.

If you have any questions, please call me at 562/690-2321.

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