

SHASTA HEAD START CHILD DEVELOPMENT, INC

Computer Technician

Supervisor: Information Technology Specialist

Classification: Non-Exempt

Mission

Shasta Head Start, a non-profit agency, is dedicated to making a positive difference in the lives of young children, one family at a time. We provide opportunities for education, parenting support and resources to families in our communities.

Position Summary

Supports the administration of Shasta Head Start technology resources by providing computer hardware and software technical assistance.

Essential Duties and Responsibilities

- Assist with software and hardware configuration, set-up, and maintenance.
- Update and repair equipment on a periodic and as-needed basis.
- Perform routine maintenance and provide staff training at a variety of agency locations.
- Supports agency employees and the Information Technology Department with telephone hardware issues.
- Responsible for maintaining network wiring.
- Provide technical assistance and support to Shasta Head Start employees both in person and via telephone in a courteous and polite manner.
- Maintain up-to-date knowledge of industry trends by attending trainings and conferences as directed by Information Technology Manager.

Maintain Professional and Ethical Standards

- Maintain confidentiality in accordance with Agency policy and legal requirements.
- Be honest, reliable and dependable.
- Respect and maintain rights and privacy of all staff, parents, and children.
- Attend mandated trainings and meetings, and seek out staff development opportunities.
- Work as a team member with all staff and maintain a positive work ethic.
- Act conscientiously in performing routine duties
- Adhere to NAEYC Code of Ethical Conduct.

Qualifications

Knowledge and Skills

- Ability to read, analyze, and interpret routine reports, documents and correspondence.
- Ability to perform basic math, and to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to problem solve, establish facts, and draw valid conclusions.
- Knowledge of common computer software and hardware programs.
- Basic knowledge of and ability to set up network router.
- Understanding of computer networking and virtual private networks (VPN).
- Basic coding skills.

Education

Minimum

High School diploma or GED

Desired

Bachelor's (B.A.) degree in related field.

Training and Experience

Minimum

Two years experience in the computer field

Certificates, Licenses

Microsoft Certified Professional (MCP) credential and networking certifications desired.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle or feel objects, tools or controls; reach with hands and arms; and talk or hear. The employee is occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to 20 pounds. The employee must be able to occasionally lift 20 pounds overhead and 40 pounds from waist to shoulder. The employee frequently lifts and/or moves up to 40 pounds, and occasionally lifts 50 pounds from floor to waist. The employee must be able to push/pull up to 100 pounds horizontally. Specific vision abilities required by this job include close vision, distant vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

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ACKNOWLEDGEMENTS:

I HAVE REVIEWED AND DISCUSSED THIS JOB DESCRIPTION WITH THE HIRING SUPERVISOR.

Employee (Print)

Employee Signature

Date

Supervisors Signature

Date

Supervisors Title