

# San Diego Community College District

## CLASSIFICATION DESCRIPTION

**Title:** Technology Repair & Support Technician

**Unit:** Maintenance & Operations

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**Job Code:** E1390  
**Original Date:** 06/1998  
**Last Revision:** 01/2016  
**Staff Type:** Classified  
**FLSA status:** Non-exempt  
**Salary Range:** 31

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### DEFINITION

Under the direction of an assigned supervisor, provide support for, and perform major and minor repairs and preventive maintenance on computers, video conferencing equipment, digital white boards, telephones, and other related equipment. Positions in this classification provide support to multiple instructional, non-instructional, administrative, and contract education environments.

### EXAMPLE OF DUTIES

1. Troubleshoot and perform major and minor in-shop, board level repairs and maintenance services on computers, printers, and related equipment; inspect equipment, diagnose defects, and replace defective parts; and perform routine and emergency on-site repairs and preventative maintenance services.
2. Install, troubleshoot, repair, maintain, and inventory all communications services to campus, including emergency call boxes, data lines, telephones, fax machines, voice mail, and other related equipment from Main Port of Entry (M.P.O.E.) to user.
3. Provide training and assistance to staff and faculty in the use of computers, printers, video conferencing equipment, digital white boards, telephone systems, and voice mail system.
4. Coordinate alterations to campus telephone system as directed, including additions and changes on existing lines and refer any new line requests to Information Technology and other departments.
5. Develop and maintain hardware and telephone equipment inventory and repair records.
6. May act as liaison for Telephone Service Orders with vendors and business services.
7. Estimate time and material costs; maintain service records; assure proper inventory of supplies, materials, and equipment; requisition materials utilized in repair.
8. Communicate and coordinate repairs with equipment users.
9. Schedule repairs with outside vendors, order parts, maintain liaison with vendors, and inspect completed work.
10. Assist with the installation of new computer hardware and perform upgrades on existing hardware, as required.
11. May operate a motor vehicle.
12. Perform other duties as assigned.

### DESIRABLE QUALIFICATIONS

Knowledge:

District organization, operations, policies, and objectives.  
English usage, grammar, spelling, punctuation, and vocabulary.

Health and safety regulations.  
Methods, material, tools, and equipment used in diagnosing maintenance and repair of equipment.  
Modern office practices and equipment, including computer software for specialty areas.  
Operation and repair of a variety of manual, electrical, and electronic business and office equipment, including computers, video conferencing equipment, digital white boards, and telephones.  
Operation and repair of electronic test equipment, such as oscilloscopes, meters, curve tracers, and transistor testers.  
Oral and written communication skills.  
Record keeping and inventory-tracking techniques, including use of specialized software and internet interfaces.  
Technical understanding of digital electronics and hardware diagnostics and specialized software applications.  
Trends and developments and technical aspects of field of specialty.

Skills and Abilities:

Ability to creatively solve problems.  
Communicate effectively both orally and in writing.  
Establish and maintain effective working relationships with others.  
Estimate labor and materials costs.  
Investigate, diagnose, repair, and maintain computers, telephones, and other related equipment.  
Lift up to 75 lbs.  
Maintain an understanding of changes in the specific area of assignment.  
Maintain records and prepare appropriate reports.  
Make simple arithmetic calculations.  
Meet schedules and deadline commitments.  
Operate and maintain video conferencing equipment, digital white boards, and a variety of electronic test equipment.  
Plan and complete work in a timely manner.  
Read electronic schematics.  
Relate effectively with people from varied cultural and socio-economic backgrounds.  
Understand and follow oral and written directions.  
Work cooperatively with others.  
Work independently with little supervision.

License:

Valid California driver's license.

Training and Experience:

Any combination of training and experience equivalent to: seven years in the trade, including three years of journey-level experience. Experience must include one year of diagnosis and repair of computers or related electronic equipment.

**WORKING CONDITIONS**

Physical Requirements:

Category I

Environment:

Inside. Subject to working with high voltage and heavy lifting. May travel from site to site.