



Careers

Computer Technician

Department: Administration

Location: Kearny Mesa

Basic Function: Under general direction, provide a full range of technical, network, and Help Desk support for 100+ employees throughout all programs and departments.

Minimum Qualifications: One to three years' experience working in an Active Directory based network; ability to diagnose and repair computer hardware and software; networking skills; must have strong PC experience to the component level, including networking and LAN fundamentals; working knowledge of MS Office suite and Windows (client/server); experience with mobile devices (tablets, smartphones); querying/programming skills with Access and/or Crystal Reports and HTML helpful; excellent internal and external customer service and communication skills; ability to work independently; ability to work under strict timelines and schedules in order to meet compliance requirements.

Must have reliable transportation, good DMV record and provide a valid California Driver's License with proof of auto insurance and registration. This position is contingent upon a successful background clearance.

Essential Duties and Responsibilities:

1. Monitor a wide range of requests submitted to the IT Help Desk and provide assistance as required.
2. Monitor and troubleshoot programs and systems (PC's, servers, tablets, printers, toners, peripheral equipment, etc.); run basic queries as needed to gather information for all programs.
3. Troubleshoot a wide range of client and network problems and network infrastructure; support internal/external e-mail and databases in an Exchange environment; support SQL-based client/server relational databases.
4. Install and/or update PC hardware components, networking components, and client software; remove viruses and malware from user computers; repair workstation PCs, servers, printers, and peripheral equipment.
5. Perform equipment inventory database for PC's and components on a quarterly basis by department; Track and maintain inventory to accurately reflect the locations of all IT equipment.
6. Provide trainings on MS Office suite, all CDA software programs, and Windows; assist in the creation and production of online trainings through video creation and creating online quizzes.
7. Set up and repair networking equipment, i.e., wireless routers, set up remote access connections (dial-up/VPN) and mobile devices such as Smartphones; Create and maintain security permissions for network drives.
8. Participate in the design and regularly maintain the Intranet and Websites using Adobe Dreamweaver and other programs.
9. Set up mobile workstations and projectors for events, such as trainings and conferences.
10. Keep current on developments, innovations and equipment used in desktop systems, anti-virus detection and removal, office automation, graphics, spreadsheets, and word processing.
11. Perform general office maintenance as needed. This includes, but is not limited to: moving furniture/filing cabinets, assembling furniture, mounting fixtures, installing keyboard trays, etc.
12. Perform other projects or network administrative duties as needed.
13. Drive to and from offices and training locations.

Work Schedule: Full-time, Monday—Friday, 40 hours per week, 8:00 AM to 4:30PM.

Salary: \$21.00 per hour; Non-Exempt

Benefits: Paid Holidays, Eligible for Medical, Dental, Vision; Sick and Vacation; Long Term Disability; Life Insurance; Retirement Plan and Profit Sharing Plan.

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