

Job Title: Computer Technician

Department: Technology

Reports to: Technology Services Manager

FLSA Status: Non-Exempt

Salary: MPTA Salary Schedule–Non-Exempt 6

Job Summary

The Computer Technician is responsible for repairing, upgrading, and maintaining computer equipment; assisting staff with system software, proper use of equipment, and system upgrades; and troubleshooting of individual software/hardware while working in a team environment.

Essential Duties and Responsibilities

- Problem solving, training, and computer operating systems support
- Maintain all district standard computer equipment
- Install district approved software
- Troubleshoot computer and printer network connectivity
- Assist technology management team
- Operate within ticketing and inventory systems
- Research and implement new software and hardware to encourage development of programs
- Collaborate directly with vendors to facilitate equipment installation, repairs, and maintenance
- Complete hardware repairs for a variety of models of laptops
- Troubleshoot Mac, Chrome, and Windows operating systems
- Operate within MDMs and Active Directory
- Assist with training of new Computer Technicians
- Assists with scheduling and project planning for the tech team, including summer workers.
- Provides technology and AV support at district meetings and events
- Maintain student labs (Mac, and Windows platforms)
- Perform related duties as assigned

Knowledge, Skills, and Abilities

- Knowledge in troubleshooting and repairing Mac, Chrome, and Windows computer and operating systems
- Knowledge of and ability to operate MDMs and deployment software
- Knowledge of and ability to troubleshoot basic TCP/IP issues
- Outstanding customer service skills and a genuine willingness to exceed expectations
- Demonstrate strong interpersonal communication skills, ability to maintain a positive attitude towards staff, students, and families
- Work independently to prioritize and take complete ownership of tasks from start to finish
- Ability to remain current with rapid changes in the technology field
- Ability to maintain a high degree of confidentiality and ethical standards

Education and Experience

- High School diploma or equivalent
- Two years of experience in providing services including repair, training, and/or systems design
- Two years of advanced training in the fields of computer repair and/or other technology issues
- A+ Certification preferred
- Valid Washington State driver's license and provide own vehicle
- Entry level experience with AV equipment, utilizing cameras and microphone systems preferred

Working Conditions

- Lift and carry up to 50 pounds
- Be willing and able to climb ladders and enter crawlspaces
- Occasional need for daily shift to exceed 8 hours
- Ability to work effectively under pressure and with continuous interruptions
- Work is typically performed in an office, department, and school environment.
- The employee may experience exposure to hazardous materials
- Will be evaluated by the Director of Technology. This process will include an evaluation of the employee's performance of the essential duties and responsibilities outlined above.

Created: January 2026