



PERSONNEL COMMISSION

Class Code: 5168
Salary Range: 20 (C1)

TECHNOLOGY SERVICES INVENTORY TECHNICIAN

JOB SUMMARY

Under general supervision, perform a variety of duties related to the ordering, receipt, testing, storage and distribution of technology parts and peripheral equipment for repair purposes; prepare and maintain records, databases, files and lists related to assigned activities; perform related duties as assigned.

EXAMPLES OF DUTIES

The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.

- Perform a variety of duties related to the ordering, receipt, testing, storage and distribution of technology parts and peripheral equipment for repair purposes. **E**
- Monitor inventory levels and maintain adequate stock of parts; order parts against open purchase orders over the telephone and online; contact vendors for pricing and to expedite purchase orders; input items purchased into asset database. **E**
- Monitor and track purchase order balances; maintain and update balance spreadsheets for vendor accounts including service ticket numbers, cost of parts, date ordered, date received and order numbers. **E**
- Receive and inspect shipments from the District's central warehouse and outside vendors for damage and conformity to purchase order specifications and packing slips; identify and report shortages, damaged goods and other discrepancies to vendors. **E**
- Sort and process incoming technology parts and peripheral equipment; mark parts with identifying labels; shelve and store items received; plan storage area locations and utilize shelf space efficiently and effectively. **E**
- Assure functionality of and test incoming non-warranty parts such as hard drives, motherboards, video cards, network cards, memory and processors in accordance with vendor return policies and timelines; arrange for return of damaged items or items to be exchanged in accordance with vendor directions; package, label and ship items; create shipping labels. **E**
- Review daily service tickets in the help desk software system to receive part requests from field technicians; prioritize requests based on criticality of needed repairs; provide stock parts or order non-stock items; surplus broken/obsolete parts and equipment; update service tickets and asset database to reflect distribution of parts and equipment. **E**
- Test and verify failure of parts for warranty return authorization; test parts as required by vendors for return authorization; communicate with vendors to perform necessary

testing and verify warranty status; provide proof of warranties to vendors as requested. *E*

- Perform a variety of clerical support duties; answer telephones; greet and assist visitors; distribute mail; provide information and data concerning purchase orders, stock on hand, back orders and shipment discrepancies, damage or storage. *E*
- Operate a variety of office equipment including a copier, typewriter, label machine, fax machine and a computer and assigned software. *E*
- Prepare and maintain a variety of records, files and lists related to assigned activities such as quarterly vandalism, equipment transfers and surplus/obsolete items. *E*
- Communicate with other departments, sites and outside agencies to exchange information and resolve issues related to assigned activities. *E*
- Maintain technology storage areas in a clean, safe and orderly condition. *E*
- Conduct periodic or special inventories of technology parts and equipment as assigned. *E*
- Attend meetings and trainings; obtain warranty testing certification from various vendors as assigned. *E*

Note: At the end of some of the duty statements there is an italicized "E" which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.

DISTINGUISHING CHARACTERISTICS

A Technology Services Inventory Technician orders, receives, tests, stores and distributes technology parts and peripheral equipment for repair purposes. An incumbent works in the Computer Repair shop and walk-in storage bins at the District's Maintenance yard. Incumbents test and assure the functionality of parts such as hard drives, motherboards, video cards, network cards, memory and processors in accordance with vendor return policies and timelines. An incumbent works closely with Computer Support Technicians in the shop and via the Help Desk software system to provide necessary parts for daily field repairs.

EMPLOYMENT STANDARDS

Knowledge of:

General use and terminology of purchase orders, invoices and other purchasing documents.

Technical understanding of personal computer systems and hardware components.

Proper methods of storing technology parts and equipment.

Space utilization and inventory techniques.

Postal and shipping procedures.

Basic budgeting practices regarding monitoring and tracking.

Record-keeping and filing techniques.

Interpersonal skills using tact, patience and courtesy.

Proper lifting techniques.

Telephone techniques and etiquette.

Operation of office equipment including a computer and assigned software.

Basic math.

Ability to:

Order, receive, store and distribute technology parts and peripheral equipment.
Learn to assure functionality of and test incoming non-warranty parts such as hard drives, motherboards, video cards, network cards, memory and processors.
Learn to operate assigned help desk software system.
Obtain warranty testing certification from various vendors.
Operate a variety of office equipment including a multi-line telephone and a computer and assigned software.
Maintain balance spreadsheets for open vendor accounts.
Maintain records, files and lists related to inventory and work performed.
Utilize space efficiently and effectively.
Understand and follow oral and written instructions.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.
Add, subtract, multiply and divide accurately.
Meet schedules and time lines.
Determine appropriate action within clearly defined guidelines.
Keyboard at an acceptable rate of speed.
Compose correspondence and written materials independently.
Receive, sort and distribute mail.

Education and Training:

Graduation from high school. College-level coursework in accounting, computer science or a closely related field is desirable.

Experience:

Two years of experience involving computerized ordering, receipt, issuance, and storage of supplies and equipment or two years of experience in the installation, maintenance and repair of computer hardware, software and peripheral equipment in a networked environment.

Any other combination of training and/or experience that could likely provide the desired skills, knowledge or abilities may be considered.

SPECIAL REQUIREMENTS

Incumbents in this classification will be expected to obtain warranty testing certification for various vendors. Certifications will be at the expense of the District.

WORKING ENVIRONMENT

Office, storage room and shop environment.
Exposure to dust and fumes.
Seasonal heat and cold or adverse weather conditions.

PHYSICAL DEMANDS

Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information in person and on the telephone.
Sitting for extended periods of time.
Walking across maintenance yard and into storage bins.
Seeing to read a variety of materials.
Lifting, carrying, pushing and pulling moderately heavy objects weighing up to 35 pounds.
Reaching overhead, above the shoulders and horizontally.
Bending at the waist, kneeling and crouching.

AMERICANS WITH DISABILITIES ACT

Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.

APPOINTMENT

In accordance with Education Code Section 45301, an employee appointed to this class must serve a probationary period of six (6) months during which time an employee must demonstrate at least an overall satisfactory performance. Failure to do so shall result in the employee's termination.

PCA: June 7, 2012