



## **SOCORRO INDEPENDENT SCHOOL DISTRICT**

Department of Human Resources

### **JOB DESCRIPTION**

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**Job Title:** Computer Hardware Technician

**Pay Grade:** 202

**Reports To:** Technology Systems Team Leader

**Terms of Employment:** 226 Days

**Exemption Status:** Non-Exempt

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**Primary Purpose:**

The Computer Hardware Technician provides expert support for the installation, maintenance, and repair of computer hardware and related devices across the district. This role ensures reliable technology operations and excellent customer service for staff, students, and stakeholders.

**Qualifications:**

**Education/Certification:**

- High school diploma or equivalent
- CompTIA A+ Certification (required); additional manufacturer certifications preferred
- Experience in computer hardware support

**Special Knowledge/Skills:**

- Ability to lift and move equipment (20-50 lbs)
- Strong troubleshooting and problem-solving skills
- Effective verbal and written communication skills
- Familiarity with various operating systems to include Windows, macOS, iOS, and ChromeOS
- Ability to work independently and as part of a team
- Commitment to excellent customer service

**Experience:**

- Minimum of four (4) years verifiable experience in computer hardware support, including installation, troubleshooting, and maintenance of desktop computers, laptops, and related devices
- Hands-on experience with laser printers and other peripheral equipment (preferred)
- Experience coordinating hardware repairs with vendors and external agencies.
- Prior work in an educational or large organization setting is a plus.

**Major Responsibilities and Duties:**

1. Install, configure, and maintain desktop computers, laptops, printers, and peripheral devices
2. Diagnose and resolve hardware and basic software issues promptly
3. Perform preventive maintenance and upgrades as needed on computer and printers
4. Facilitates repairs to be performed by agencies outside the district as needed to keep down time to a minimum.
5. Assists in evaluating and recommending new hardware solutions
6. Facilitates repairs and performs maintenance for district printers.
7. Upholds and adheres to safety rules and policies of SISD safety program.

ADOPTED: 3-1-94

AMENDED: 12-2-97, 11-6-08, 12-8-08, 9/16/14, 11-19-15, 10-5-16,  
5-16-17, 10-23-17, 11-27-17, 11-19-2025

## Computer Hardware Technician

8. Supports the goals and objectives of the school district and follows all district policies.
9. Demonstrates the ability to attend work on a regular and routine basis to avoid disruption to district operations.
10. Performs any other duties as assigned by the appropriate supervisor.
11. Provides optimal customer service to all students, employees, parents, community members and any other stakeholders of the district.

### **Mental Demands/Physical Demands/Environmental Factors:**

**Mental Demands:** Reading; ability to communicate effectively (verbal and written); maintain emotional control under stress.

**Physical Demands/Environmental Factors:** Moderate walking, standing, and/or climbing; lifting and carrying; stooping, bending, kneeling, reaching. Work around moving objects. Prolonged use of computer. Works with frequent interruptions.

*This job description describes the general purpose and responsibilities assigned to this job and is not an exhaustive list of all responsibilities and duties that may be assigned that may be required*

**Evaluation:** Performance of this job will be evaluated in accordance with the provisions of Board policy.

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Employee Name (Please Print)

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Signature

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Date

Socorro Independent School District does not discriminate on the basis of race, color, religion, gender, sex, national origin, age, disability, military status, genetic information, or any other basis prohibited by law in its employment practices or in providing education services, activities, and programs, including career and technical education (vocational programs). For additional information regarding Socorro Independent School District's policy of nondiscrimination contact: (915) 937-0201, 12440 Rojas Dr., El Paso, TX 79928.

ADOPTED: 3-1-94

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5-16-17, 10-23-17, 11-27-2017