

TECHNOLOGY ASSISTANCE SPECIALIST

DEFINITION

Under general supervision, to provide technology assistance at elementary and/or middle schools in the operation, maintenance and support of a computer network including all computers, software, and peripherals; install and configure personal computer equipment; install and configure necessary software applications; perform related work as required.

EXAMPLES OF DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Operates and maintains a variety of equipment including computers, printers, network servers, and other networking equipment.
2. Provides basic desktop support services to maintain optimum system operations including preventative maintenance.
3. Assists in the maintenance of the school Local Area Network (LAN) including coordination of daily administration and management tasks.
4. Assists in the implementation and support of network security on the elementary and middle schools Local Area Network (LAN).
5. Reviews hardware and software requirements.
6. Maintains records and inventory of equipment and software.
7. Sets up and configures new and existing instructional and administration Windows and Macintosh computers.
8. Installs software on new and used Windows and Macintosh systems.
9. Responds to hardware and software service requests.
10. Troubleshoots computer and printer problems.
11. Maintains records on all computer installations and technology service requests.
12. Works with vendors on software and hardware installations, troubleshooting, administration and maintenance.
13. Provides assistance with District technology initiatives as needed.
14. Performs preventative maintenance on hardware and software.
15. May provide limited support to the Video Distribution System.
16. Performs other related duties as required.

QUALIFICATIONS

Knowledge of:

Methods, tools and equipment used in the installation and service of hardware and software; Windows and Macintosh computer operating systems; current computer network technology; basic industry-standard networking principles.

Ability to:

Install computers, printers and other peripheral devices; install and test software and hardware; communicate clearly and concisely both oral and written; demonstrate good interpersonal skills to work with students, teachers, administrators, supervisors, co-workers and vendors; learn new skills to keep current with technology changes; instruct others in the use and care of computer technology and software; adapt to changing technologies and learn functionality of new equipment and systems; work with limited supervision; multi-task while maintaining patience and flexibility; manage time effectively

between multiple sites understand and carry out oral and written instructions; establish and maintain cooperative working relationships; comply with the District's customer service standards, as outlined in Board policy.

Education/Experience:

Any combination equivalent to: Completion of the twelfth grade, supplemented by training and/or coursework in computer and network operations; and one year computer related experience or any combination of experience and coursework in such areas as installation, configuration, troubleshooting, and repair of computer hardware, software, and peripheral devices preferably in a networked environment.

License/Certificate Requirement:

Possession of a valid California Driver's License.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.