

TECHNOLOGY ASSISTANT

DEFINITION

Under general supervision provides assistance to users on a variety of software and systems; performs routine maintenance, troubleshooting, and support of computer workstations in labs, classrooms, and administrative offices; and performs related work as required.

CLASS CHARACTERISTICS

This position is expected to keep current on developments and advancements in software applications and hardware systems. The incumbent is expected to work with considerable independence. Experience with PC and /or Mac operating systems/platforms is expected.

LICENSE REQUIRED

Some positions may require possession of a valid and appropriate California driver's license.

EXAMPLES OF DUTIES

Provides technical assistance to staff and students in the use of standard software applications and assures that software and hardware operate in a manner consistent with intended use. *E*

Performs a wide variety of difficult clerical duties such as standard and statistical entries checking, proofreading, filing, recording information on records, and compiling information for reports and summaries; manages a database; enters information into a variety of software programs such as Microsoft Office Suite. E

Accesses PC and mainframe records to create, enter, extract, arrange, and update data; formats spreadsheets, layouts, and reports; summarizes memos, booklets, and other material using a variety of databases which requires independent judgement; utilizes layout and graphic design techniques in determining appropriate formats for printed material. E

Assists staff and administration in maintaining, upgrading, and troubleshooting administrative software applications. E

Performs a variety of clerical tasks such as word processing, filing, monitoring logs of equipment repair requests, staff support requests, site based database management, and preparing reports. E

Works with district technical staff to maintain and keep informed of district procedures and standards. E

According to district standards conducts orientation and assists users in new and existing computer program applications, simple network operations, operating systems, utilities, and peripheral equipment. *E*

EXAMPLES OF DUTIES (cont.)

According to district standards, assists with and maintaining workstations, printers, application and systems software, connections and security software programs; works with site staff in system problem detection and correction; loads software. *E*

Keeps current on developments and advancements in computer technology and equipment; tests and analyses new software and/or web-based applications. *E*

Performs semi-skilled work in the troubleshooting, installation, and maintenance of a variety of peripheral equipment; refers the more complex problems to site or district positions. *E*

Works with supervisors and users to establish priorities and schedule repair work. *E*

Keeps current on developments and advancements in computer technology and equipment.

Supervises and trains instructional aides.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Computer practices, procedures, and terminology at a level sufficient to explain applications, systems, and hardware to supervisor, users, and administration;
2. Procedures and basic principles of current computer network technology and personal computer operating systems;
3. Proper methods for storing equipment, materials, and supplies;
4. Computer operating systems including latest versions of Windows and Mac used in school environment;
5. Advanced knowledge of Microsoft Office application programs and other software used in administrative and instructional settings;
6. Modern office methods and procedures including the preparation of business correspondence and reports, filing, and standard office equipment operation;
7. General principles of supervision and training; and
8. Fundamentals of time management.

Ability to:

1. Assist staff and students on microcomputer systems using appropriate network hardware, software, and peripheral equipment;
2. Effectively communicate, using good public speaking skills when explaining technical issues, information processing procedures, and requirements to users and groups;
3. Converse on the telephone or in person using tact, patience, and courtesy;
4. Read and understand complex instructions; interpret diagrams, parts lists, and manufacturer's specifications for electronic and media equipment;
5. Install, operate, and troubleshoot a variety of computer equipment/devices;
6. Analyze and solve routine problems in installing, maintaining, and troubleshooting hardware, software, operating systems, and media equipment;

Ability to (cont.):

7. Perform difficult and complex clerical work, involving independent judgment, and requiring prioritizing skills, accuracy, and speed;
8. Independently prepare clear and comprehensive reports and keep difficult records;
9. Meet schedules, timelines; maintain work pace appropriate to given workload;
10. Supervise the work of others;
11. Understand and carry out oral and written instructions; and
12. Establish and maintain effective relationships with those contacted in the course of work.

EDUCATION

Classes in computer technology, management information systems, computer science and/or skilled related systems.

EXPERIENCE

Recent experience in installation, maintenance, and support of software and hardware for microcomputers including experience in training users; basic computer applications; and use of personal computers. Understanding of and experience with all Windows desktop versions including 8 and Windows Server version 2003, 2008, 2012, and NT server, MacOS and above, ChromeOS, various mobile/tablet operating systems, and web-based applications experience.

WORKING CONDITIONS

Environment:

Indoor environment.

Physical Activities:

Lifting, carrying pulling and/or pushing objects up to 25 pounds; bending at the waist; kneeling and crouching to work on peripheral and microcomputers; standing and/or sitting for extended periods of time; seeing to configure and install hardware and software; hearing and speaking to exchange information; and dexterity of hands and fingers to operate a computer keyboard and job related tools.

Hazards:

Extended viewing of computer monitor.

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