OXNARD UNION HIGH SCHOOL DISTRICT

Students First: every day, every shool, every classroom

BRIEF DESCRIPTION OF POSITION:

The job of Technology Support Assistant is performed under the general direction of the District's Director of Information Technology and is designed to assist employees in setting up and establishing technology-related accounts such as email and other software applications and in maintaining computer and peripheral equipment, such as printers, monitors, digital cameras and scanners in office applications; and/or provide direct support to Board of Trustees, District Staff and the public regarding software, hardware and computer supported programs.

MAJOR DUTIES AND RESPONSIBILITIES

a. Provide direct service to employees with ascertaining, modifying and assigning emails accounts, creating log-on and access to software programs, and support IT staffers with assessing malfunctions of hardware and/or software applications for the purpose of determining appropriate actions to maintain computer and other technological operations. E
b. Assists teachers and site staff for the purpose of resolving problems with various software applications and the use of technology. E
c. Install computer hardware and software applications for the purpose of providing support to teachers and other school site staff. E
d. Configure network and locally installed and operate the programs including e-mail, Student Information System software programs, Granicus, Microsoft Office Suite and other District Software, etc. E
e. Inventories computer hardware, software, and other equipment, including textbooks, for the purpose of maintaining inventory. E
f. Troubleshoots hardware/software problems. E
g. Provide training as needed to personnel in the operation of technology equipment and software. E
h. Performs related duties as assigned.

KNOWLEDGE AND ABILITIES:

Knowledge of:
- Hardware and software used in computer labs, libraries, classrooms, school and District offices.
- Basic troubleshooting of computer equipment and software applications.
- General knowledge in a wide variety of multi-media technologies.
- Completion of supplemental undergraduate or graduate courses involving the maintenance and operations of computers and technological equipment.
- Safe working practices.
- Basic record keeping.

Ability to:
- Communicate effectively and professionally with students, teachers, administrators and other staff members.
- Lift and transport heavy parcels, materials, supplies, books and parts.
- Adhere to established work and safety procedures.
- Perform simple and repetitive tasks as well as complex and varied tasks.
- Follow verbal and written instructions, and make independent decision based on data or sound judgment.
- Work independently with little direction.
- Organize tasks and set priorities, including managing multiple tasks simultaneously and completing tasks on schedule.
- Establish and maintain both cooperative working relations

PHYSICAL ENVIRONMENT/WORK ENVIRONMENT:

The physical demands described here 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 functions.

- Frequently or continuously required to use fine, simple gross and powerful grasp manipulation.
- Frequently or continuously required to sit, use foot controls, push and pull and reach at shoulder level.

- Occasionally required to stand, walk, bend, stoop, squat, climb, twist at waist, reach above shoulder level, upwardly extend neck, flex neck downward.
- Frequently required to lift, push and/or pull objects that weigh approximately 30 to 50 pounds. Infrequently may be required to transport over 100 pounds with hand cart or hand truck.
- Occasionally exposed to indoor/outdoor environmental conditions including heat, cold, humidity, dust, wind, noise, vibrations, fumes, and odors.
- Occasionally exposed to toxic substances such as fuel.
- Visual ability to read handwritten or typed documents, and the display screen of various office equipment and machines.
- Ability to conduct verbal conversation in English and, possibly, a designated second language; hear normal range verbal conversation (approximately 60 decibels).
- Sit, stand, stoop, kneel, bend and walk; sit for sustained periods of time.
- Climb slopes, stairs, steps, ramps and ladders; lift up to 50 pounds; carry up to 50 pounds.
- exhibit full range of motion for shoulder external rotation and internal rotation, shoulder abduction and adduction, elbow flexion and extension, shoulder extension and flexion, hip flexion and extension and knee flexion.
- Operate office machines and equipment in a safe and effective manner; demonstrate manual dexterity necessary to operate calculator, typewriter and/or computer keyboard at the required speed and accuracy.

REQUIREMENTS:

WORK YEAR:	12 month, Part-Time, four (4) hours per day/ 20 hours per week
SALARY:	Classified Salary Schedule: Range 16
BENEFITS:	Fifty percent (50%) payment
EDUCATION:	AA degree or higher in a computer related field
EXPERIENCE:	Proficiency in one or more specialized areas relating to computer systems.
DESIRED QUALIFICATIONS:	• Knowledge and/or experience with Outlook
	• Prior experience within a public school setting
LICENSE:	A valid Class C California Driver's license with evidence of appropriate insurance may be required