



LOMPEC UNIFIED SCHOOL DISTRICT

SITE TECHNOLOGY SUPPORT ASSISTANT

JOB SUMMARY:

Under the direction of the Principal at an assigned elementary, middle school or high school site, support and maintain operations of site computer technology services; troubleshoot network equipment, digital video equipment and printer equipment; provide instructional assistance to individuals or groups of students and personnel; maintain inventory accountability and e-waste technology control; coordinate testing preparations; support teachers, individuals or groups of students with a variety of testing applications.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Assess, troubleshoot and report malfunctions of hardware equipment and software applications; coordinate Information Technology service support for help desk calls; determine appropriate actions to maintain computer lab and classroom computer operations.
- Coordinate, prepare and support computer testing, including SBAC, ACT, Star, Scheduling and Training; maintain computer lab equipment, work area and manual and electronic files and records; ensure availability of items; provide written reference; provide a safe learning environment; meet mandated requirements.
- Instruct students and support teachers on a variety of software applications and the use of computer technology utilized in classroom instruction; coordinate students, teachers and technical support personnel; maintain computer lab operations; monitor students in the computer lab providing a safe and positive learning environment.
- Install computer software applications; provide instructional materials; maintain computer hardware and software applications to ensure availability of instructional materials.
- Maintain inventory of computer technology materials, equipment and peripherals; research software applications to provide recommendations regarding potential applications appropriate for student level; recommend computer hardware and software acquisitions as requested to ensure availability of instructional materials.
- Process the appropriate disposal of e-waste technology material; prepare documentation, including daily usage, progress reports, requisitions, instructions and memos; document activities; provide written reference and convey information.
- Attend meetings, workshops and trainings as required.

OTHER DUTIES:

- Perform related duties as assigned.

REQUIRED QUALIFICATIONS:

Education and Experience:

Any combination equivalent to: graduation from high school supplemented by college-level course work in computer science or related field and one year of experience working with school-age children in an organized computer technology setting and one- year troubleshooting, maintaining and repairing network systems.

Knowledge of:

- Computer hardware systems, software applications and languages utilized.
- Materials, methods and tools used in the operation and repair of computer and network systems.
- Record-keeping techniques.
- Technical aspects of field of specialty.
- Oral and written communication skills.
- Laws, rules and regulations related to assigned activities.
- Proper methods of storing equipment, materials and supplies.

Ability to:

- Perform skilled work in the repair, maintenance and installation of a variety of computerized equipment and peripherals.
- Provide technical assistance to computer systems users.
- Troubleshoot and repair basic system malfunctions and maintain system operation.
- Research, analyze and recommend new system software and hardware.
- Make routine equipment adjustments and perform routine maintenance.
- Communicate effectively both orally and in writing.
- Prioritize and schedule work.
- Maintain records and prepare reports.
- Work cooperatively with others.
- Plan and organize work.
- Operate a vehicle to conduct work.

WORKING CONDITIONS:

Work Environment:

- Computer lab environment.
- Indoor/Office environment.
- Constant interruptions.

Physical Demands: 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.

- Dexterity of hands and fingers to operate computer keyboards and other assigned equipment.
- Reaching overhead, above the shoulders and horizontally.
- Sitting or standing for extended periods of time.
- Bending at the waist, kneeling or crouching.
- Seeing to perform computer repair duties.
- Lifting, carrying, pushing and pulling moderately heavy objects.
- Generally, the job requires 40% sitting, 15% walking and 45% standing.

Hazards:

- Working at heights to install classroom instructional projectors and equipment.

The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed.

FLSA Status: Non-Exempt

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Salary Range: 31