



JOB DESCRIPTION

Position Code: 590
Classified Group: CSEA
Salary Range: 26
Work Days: 260
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POSITION TITLE: School-Site Technology Support Assistant

DEFINITION: Under general supervision, provides technical assistance and troubleshooting services regarding standard application software programs/packages (i.e. off-the-shelf software) to district staff for assigned school sites.

DIRECTLY RESPONSIBLE TO: Site Administrator

SUPERVISION OVER: N/A

DUTIES AND RESPONSIBILITIES: (Any one position may not include all of the duties listed; the listed examples do not include all duties and responsibilities that may be found in positions within this classification.):

1. Assists end-users with hardware and software applications and/or network usage problems and provides problem resolution.
2. Submits work order requests and support desk tickets in accordance with established departmental practices.
3. Answers, tracks, and manages problem and service requests from systems users.
4. Coordinates, prioritizes, and transfers more advanced/high-level problems and requests to appropriate technical staff for resolution through support desk.
5. Coordinates and arranges for repair and service of equipment.
6. Provides information, consultation, and follow-up assistance on district standard techniques, operations, processes and procedures to users of IT systems.
7. Trains and supports staff in the use of district-wide networked and stand-alone IT systems, for school site(s) assigned.
8. Participates in establishing and implementing IT systems with school and office personnel.
9. Performs routine set up of hardware and the installations of software following established district equipment and software standards.
10. Assists in developing and editing technical, operational, and instructional IT-related manuals and related materials.
11. Assists in developing and editing business process manuals, procedures, and related materials.
12. Performs routine field upgrades and module swaps.
13. Attends departmental user group meetings, as required.
14. Performs related work as required.

QUALIFICATIONS:

Education and Experience:

Minimum of one year experience is preferred in the use of information technology systems supporting customers who use a broad range of hardware and software products; previous experience training others and introductory classes or experience in hardware/software troubleshooting highly desirable. Demonstrated proficiency in the use of standard (packaged, off-the-shelf) software programs that are utilized throughout the District may be substituted for the required experience.

Knowledge, Skills, and Abilities:

- Knowledge of uses, characteristics, components and operation of networked and stand-alone information technology systems and peripheral equipment
- Knowledge and skill in use of computers and assorted software programs
- Knowledge of major district-wide application systems and processes
- Knowledge of modern office practices and procedures, including filing systems
- Knowledge of business practices, processes and procedures
- Knowledge of interpersonal skills using tact, patience, and courtesy
- Knowledge of effective use of manuals and training aids
- Ability to understand and follow verbal and written instruction
- Ability to understand, interpret and apply technical, instructional and/or business material, rules, procedures, and policies
- Ability to communicate effectively both verbally and in writing with administrators and staff
- Ability to establish priorities and meet deadlines
- Ability to use troubleshooting techniques to solve minor software and/or hardware problems
- Ability to work effectively with all levels of district staff
- Ability to work independently, with minimum direction, and make decisions within the framework of established guidelines
- Ability to maintain consistent, punctual and regular attendance

WORKING CONDITIONS:

Work Environment:

- Indoor office and classroom environment
- Moderate noise
- Frequent interruptions

Typical Physical Characteristics: (with or without use of aids; consideration will be given to reasonable accommodation).

- Communicate to exchange in person, in small groups, and/or on the telephone
- Inspect documents and other written materials with fine print
- Operate office equipment requiring repetitive hand movement and fine coordination
- Remove and replace components in a computer
- Lift or move equipment, books, or objects weighing up to 30 pounds
- Moves about schools and facilities to conduct work, including climbing a ladder

This job description is not a complete statement of essential functions and responsibilities. The district retains the discretion to add or change typical duties of a position at any time.

Board Approved: 6/24/86 (Production Control Liaison)
Revised: 8/28/01 (Title Change: Technology Liaison I)
Revised: 7/27/06
Revised: 5/22/2018