



Job Description

POSITION TITLE: Technical Support Assistant (TEMPORARY) #4035
San Joaquin County High School Apprentice Program
County Operated Schools and Programs (COSP)

SALARY PLACEMENT: San Joaquin County High School Apprenticeship Program
Salary Schedule

SUMMARY OF POSITION:

Under the general direction of management personnel, assist and support the Academic Technology department in the maintenance and repair of student facing computers and accounts. Additional duties may include inventory management and discards.

MINIMUM QUALIFICATIONS – EDUCATION, TRAINING AND/OR EXPERIENCE:

Must be a high school Junior, Senior, or recent graduate. in good standing with a San Joaquin County Office of Education school or school in San Joaquin County and be eligible to enroll in the San Joaquin County High School Apprentice Program. Must be familiar with Windows and Mac operating systems. Must be work permit eligible and meet all requirements and guidelines for High School Apprentice Program. Must agree to be dual enrolled with high school and higher education institution (Community College) working toward completion of IT and/or Business courses.

SKILLS AND ABILITIES:

- familiar with Mac OS, Windows, and iOS operating systems
- problem-solving, analytical and team working skills
- communication and interpersonal skills
- openness to learning new technologies

ESSENTIAL FUNCTIONS:

Essential functions may include, but are not limited to:

1. Chromebook Cart assembly
2. Chromebook Deployment and Management (Enrollment and Deprovisioning)
3. Chromebook repair
4. Asset Management (Inventory Tracking)
5. Student G-Suite Support/Password changes/Applications
6. E-Waste preparation and processing
7. Performs all other duties as assigned

PHYSICAL REQUIREMENTS:

Employees in this position must have the ability to:

1. Sit for extended periods of time.
2. Enter data into a computer terminal, operate standard office equipment, and use a telephone.
3. See and read a computer screen and printed matter with or without vision aids.
4. Hear and understand speech at normal levels and on the telephone.
5. Speak so that others may understand at normal levels and on the telephone.
6. Stand, walk, and bend over, reach overhead, grasp, push, pull and move, lift and/or carry up to 50 pounds to waist height.

WORK ENVIRONMENT:

Employees in this position will be required to work indoors in a standard office environment and come in direct contact with SJCOE staff, district office staff, and the public.

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