



Excellence for all.

Job Title: Technology Assistant

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

Basic Function: Under the direction of the Director of Technology or designee, perform a variety of duties involved in the operation, maintenance, modification and repair of computers and related software; troubleshoot, diagnose and perform maintenance and repairs to computers and peripheral equipment. Serve as a resource to internal and external school district staff and community clients. Provide helpdesk-level support and troubleshooting. Provide some business administrative support; keep accurate records of accounting and billing. This position is assigned to the District Office for the majority of the year but may also service school sites or work on other projects as assigned.

Distinguishing Characteristics:

The Technology Assistant is the entry level classification in the Technology Services Support series, distinguished by the performance of basic technical tasks and end-user support duties. Employees in this classification provide centralized technical support services for the district and serve as the point person for level-one helpdesk and call-in support. This position also provides some clerical support for the department. Employees in this position may have minimal technical experience or tech-specific training at job-entry but are expected to learn and grow in the position.

Representative Duties:

Essential Functions:

- Maintain District standards of excellent customer service and professional behavior in various and sometimes challenging situations.
- Access and monitor District email daily to receive important updates from school and District administration.
- Participate in staff development and in-service training programs as assigned.
- Receive user questions, problems and requests, either by telephone, in writing or in person; answer internet user questions, resolve problems, respond to requests or refer to other individuals as appropriate.
- Serve as a resource to internal and external school district staff and community clients for troubleshooting. Answer questions and assist in resolving issues.
- Serve as point person for helpdesk requests and phone calls. Troubleshoot, escalate, or reassign support tickets or calls as required.
- Perform a variety of technical duties involved with the operation, maintenance, modification and repair of computers and related software; upgrade hardware and software as needed; assure proper operation of computer systems and related equipment.
- Troubleshoot, diagnose and perform maintenance and repairs to computers and peripheral equipment; respond to requests for hardware and software assistance and repair; maintain software; assure proper configuration of computer systems and resolve malfunctions.
- Develop written communication and documentation to users and in-house staff; maintain program documentation and materials in an organized manner; maintain a variety of records, logs, and other documentation related to assigned activities.

- Assist with clerical support for the Technology Services department as assigned.
- Contact vendors and request quotations as needed.
- Receive all technology department invoices, stamp received date and indicate department/site on invoice, give to supervisor to approve payment.
- Receive and tag technology and multi-media equipment in District financial system. Coordinate these efforts with the purchasing department.
- Respond to staff needs and coordinate the computerized collection, maintenance and reporting of data as assigned. Work with other technicians to gather data in an organized, coherent, and accurate manner.
- Provide training and assistance to staff in the use of computers and related peripheral equipment.
- Communicate with staff to exchange information and resolve issues and concerns.
- Maintain routine records related to daily activities.
- Provide recommendations related to the purchase of computer hardware, software, and peripheral equipment.
- Operate a variety of office equipment including computer, calculator, copiers, fax machines and others.

Other Duties:

- Perform related duties as assigned.
- May be assigned out of class work as prescribed by Merit Rules and Regulations.

Knowledge and Abilities:

Knowledge of:

- District standards of excellent customer service, interpersonal skills using tact, patience, and courtesy.
- Operation and use of computers and related peripheral equipment.
- Database Management Systems.
- Basic principles of Windows operating systems and concepts.
- Windows applications.
- Basic knowledge of operation systems and related hardware and software.
- System documentation and record-keeping techniques.
- Information collection and data utilization in report preparation.
- Interpersonal skills using tact, patience, and courtesy.
- Modern office practices, procedures, and equipment.
- Correct English usage, grammar, spelling, punctuation, and vocabulary.
- Oral and written communication skills.

Ability to:

- Understand and follow oral and written directions.
- Establish and maintain effective and cooperative working relationships with others.
- Communicate respectfully and effectively with students, staff, and the public.
- Learn and incorporate new skills, techniques and/or industry trends.
- Maintain regular and consistent attendance.
- Establish and maintain effective working relationships with users, districts, businesses, public and staff.
- Provide technical training to others individually and in groups.
- Provide advice, assistance, problem-solving and technical information.
- Use basic functions of Windows operating systems.
- Analyze situations accurately, identify problem causes, and adopt an effective course of action.
- Read, interpret, apply, and explain rules, regulations, policies, and procedures.
- Meet schedules and timelines.
- Work confidentially with discretion.
- Prepare and maintain records.

- Work independently with little direction.
- Communicate effectively both orally and in writing.

Education/Licenses/Experience: Any combination equivalent to sufficient education, experience, and/or training to demonstrate the knowledge and abilities listed above. Typically, this would be gained through: Graduation from high school and any combination of experience and training that would likely provide the required knowledge and abilities to perform the representative duties, and at least one year clerical and/or relevant technology experience. Successful completion of the Merit examination process is required.

Working Conditions:

Environment: Indoor environment. May be required to travel to school sites.

Physical Abilities/Hazards: Dexterity of hands and fingers to operate a computer keyboard and other office equipment. Seeing to read a variety of materials. Hearing and speaking to exchange information in person and on the telephone. Sitting for extended periods of time. Bending at the waist, kneeling, or crouching to file materials.

Emergency Conditions: Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their supervisor or by law.

Salary Range: 120

Revised by Personnel Commission: 1/24/2013; Standard Education/Exp language 9/27/17; 4/27/22

Personnel Commission Classification/Compensation Study Approved: July 12, 2023