CLASSIFIED			
Work Location	Roseland School District as Assigned	**Responsible To**	District Technology Coordinator
Work Year	12 months	**Hours**	Full-time (8 hours per day)
Salary	Appropriate step and range on the CSEA Salary Schedule	**Benefits**	Eligible for District Benefits

SUMMARY:
Under the direct supervision of the District Technology Coordinator, the Technology Assistant installs, maintains, troubleshoots and upgrades computer hardware, software, and assists with school site technology needs.

DUTIES AND RESPONSIBILITIES:
Duties and responsibilities may include, but are not limited to, the following:

- Perform general technical support functions, including physical installation, assembly, configuration and maintenance of hardware.
- Installs, configures and upgrades operating systems and software. Installs, assembles and configures computers, monitors, and peripherals such as printers, scanners and related hardware.
- Troubleshoots problems with computer systems, including hardware and software; makes repairs and corrections where required.
- Acts as a technical resource in assisting users to resolve problems with equipment.
- Assists with the planning, design, research and acquisition of new or upgraded hardware and software systems; maintains current knowledge of hardware, software and network technology.
- Provides first-line technical support over the phone.
- May assist with supervision, hiring and training of site computer lab personnel as assigned.
- Maintains parts/inventory as assigned
- All other related duties as assigned.

EDUCATION, EXPERIENCE, AND OTHER QUALIFICATIONS:

- High School Diploma or equivalent.
- Completion of college-level coursework in computer science, information technology or a related field.
- Experience with general computer installation, maintenance and repair.
- Knowledge of computer hardware, software and peripherals such as central processing units, servers, monitors, cables, printers and modems.
- Knowledge of procedures for installing, configuring, upgrading, troubleshooting and repairing applicable software, hardware and Peripherals

- Techniques for explaining technical concepts and procedures to non-technical users.
- Must meet the physical requirements and possess mobility to work in a standard office setting and to use standard office equipment, including a computer, stamina to maintain attention to detail despite interruptions, strength to lift and carry objects weighing up to 40 pounds; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.
- Possession of a valid California Driver's license and evidence of appropriate automobile insurance based on DMV regulations may be required. This position requires frequent travel by employee's own vehicle to the district's school sites.

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