Hyde County Schools

TECHNOLOGY ASSISTANT

Nature of Work

An employee in this class performs tasks to aid in the on-going support of teachers and students using computers in K-3 classrooms or other classrooms, K-12. The employee provides hardware and software support to teachers including but not limited to software training, technical advice on software packages, LAN/hard disk back-ups for disaster recovery, hardware and software installation, disk formatting, and trouble-shooting printer malfunctions. The employee may assist in the development of applications for users, generate ad hoc reports, develop user documentation, and evaluate hardware, software, and new technology to make purchase recommendations. Tasks also include trouble-shooting problems such as logging on to computer systems or software, printing malfunctions, or routine error messages. In some cases, the employee will research appropriate manuals to find answers. If standard techniques do not resolve the situation, the employee will seek assistance from the appropriate technical professional.

Illustrative Examples of Work

- Ensure teachers know how to use available software and hardware.
- Ensure equipment is working properly.
- Perform disk back-ups as required.
- Train users for full utilization of hardware and software.
- Provide timely resolution of computer problems by providing answers or referral.
- Install new software.
- Develop applications for users.
- Evaluate hardware and software and make purchase recommendations.

Knowledge, Skills, and Abilities

- General knowledge of computers.
- General knowledge of related information technology devices.
- General knowledge of software packages utilized.
- Ability to communicate with users to determine the nature of problems.
- Ability to communicate effectively with users who may not be adept in clarifying problem situations.
- Ability to assist users with application development.
- Ability to train teachers in the use of hardware and software.
- Ability to establish and maintain effective working relationships.
- Ability to comprehend the purpose of teacher designed strategies as a fulfillment of the instructional objectives.
- Ability to independently solve most minor problems.

Minimum Training and Experience
- Graduation from high school and three years of experience in the use of computing and information technology resources.
- Specific knowledge of the particular software or systems supported may be required.

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- An equivalent combination of training and experience which provides the required knowledge, skills, and abilities for the position.

Reports To: Technology Director

Salary: Pay Grade 61 on the North Carolina State Salary Schedule

Employment Term:
- 11 months
- Full time with benefits

Disclaimer
The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to this job.