

Aromas-San Juan Unified School District

Job Description

Technical Support Intern

Classification: Classified

Salary Level: Classified Salary Schedule

Work Year: 180

JOB SUMMARY

Assists staff with technical support of desktop and laptop computers, applications, and related technology. Support includes specification, installation, and testing of computer systems. Activities require interaction with application software and operating systems to diagnose and resolve unique, non-recurring problems. The positions responsibilities require independent analysis, communication, and problem solving.

SUPERVISOR:

Superintendent

ESSENTIAL RESPONSIBILITIES:

1. Operate and maintain a variety of equipment including computers, printers, wireless devices, active/dynamic classroom hardware and software tools, and other IT-related equipment.
2. Provide basic desktop and laptop hardware and software support services.
3. Assist in the implementation and support of antivirus and antimalware programs.
4. Setup and configure new and existing instructional and administration desktop and laptops
5. Assist in the troubleshooting of computers, printers, networks, Wi-Fi, or other hardware-related problems.
6. Monitor and resolve technical support tickets.
7. Assist the Technology Assistant I with additional tasks as requested.
8. Perform other related functions as assigned.

REQUIRED QUALIFICATIONS:

Knowledge of:

- Methods, tools, and equipment used in the installation and service of computer hardware, and software
- Windows platform computer operating systems and software

Ability to:

- Learn to install computers, printers and other peripheral devices
- Learn to install and test software and hardware
- Follow written and oral instructions
- Communicate clearly and concisely both verbally and in writing
- Demonstrate good interpersonal skills when working with students, teachers, and other co-workers
- Multi-task while maintaining patience and flexibility

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- Manage priorities effectively between multiple work sites
- Travel between multiple work sites as needed (in own vehicle)
- Learn new skills to keep current with technology changes
- Develop sound and logical decision making skills

Physical Abilities

- While performing the duties of this job, the employee is regularly required to walk; sit; use hands to finger, handle or feel; talk or hear. The employee is frequently required to reach with hands and arms. The employee is required to stand; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds.

EDUCATION AND EXPERIENCE:

- Valid California Driver's License
- High school diploma or GED
- Minimum of 12 college/university units in Computer Science or related discipline from an institution of higher education, desired
- 1-2 years of desktop support, desired

WORK ENVIRONMENT:

- The work environment is representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. Noise level in the work environment is usually moderate.