

MODESTO CITY SCHOOLS

JOB DESCRIPTION

COMPUTER SUPPORT TECHNICIAN-G230

DEFINITION:

Under the direction of the Supervisor-Alternative Education or Site Administrator, perform a variety of duties involved in the operation and maintenance of a computer laboratory at a Career Technical Education (G230) Academy site; prepare and maintain specialized student records and reports; provide training and instructional assistance to individuals or groups of students in a computer laboratory concerning the operation of computers and related peripheral equipment; provide assistance to school personnel in the proper use, care and operation of computer hardware and software; troubleshoot and perform general maintenance and repairs to computers and peripheral equipment as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Perform a variety of duties in the operation and maintenance of a computer laboratory at an assigned Career Technical Education (G230) Academy site.
- Prepare and maintain specialized records, files and reports including credit recovery/attendance reports for enrollment and graduation tracking.
- Provides training and reinforcement of instruction to individuals or groups of students in the use of computers, software and related peripheral equipment; answer questions and provide demonstrations as necessary; prepare equipment for student and staff use.
- Assist teachers with designing and creating lessons and assisting students with various web-based educational programs; provide support for teachers regarding assigned programs, digital cameras and software as needed.
- Maintain ID logins, student e-mail accounts and student folders; reset passwords as needed.
- Monitor and control the activities and behavior of students in the computer laboratory according to approved procedures; enforce computer laboratory rules and regulations
- Operate, adjust and maintain assigned computers and peripheral equipment; troubleshoot and perform basic maintenance and repairs to computers and peripheral equipment; refer major maintenance and repair needs to appropriate personnel as needed.
- Input student information and other data into computer system as assigned; prepare and maintain student time cards and student photo identification information.
- Monitor inventory levels of computer laboratory supplies; assist in recommending, ordering, receiving and maintaining supplies as assigned; assist with the arrangement, storage of equipment and accessories.
- Track student home site library fines and/or books; provide updates to students and parents regarding monies and books due.
- Operate, set-up, adjust and maintain a variety of computers, software and peripheral equipment; maintain computer hardware and software applications.
- Operate a variety of standard office and computer laboratory equipment including a computer and assigned software.
- Communicate with students, teachers, District personnel and outside agencies to exchange information and resolve issues or concerns.
- Maintain computer laboratory in a safe, clean and orderly condition; assure acceptable student behavior while visiting computer laboratory according to established procedures.
- Assist in the creation and design of school programs, forms, brochures and related materials; assist in maintaining District and assigned program related website and social media content.
- Recommend computer hardware and software acquisitions.
- Maintain computer laboratory and equipment in a safe, clean and orderly condition; dust, wipe down and clean computers, peripherals and classroom furniture.
- Assist site administration personnel with special projects and assignments.

- Attend meetings and in-service trainings; maintain current knowledge of related software.

OTHER DUTIES:

- Perform related duties as assigned.

REQUIRED QUALIFICATIONS:

Education and Experience:

- Any combination equivalent to: graduation from high school and three years experience in computer operation and some experience working school age children in an organization setting or learning environment.

Licenses and other Requirements

- Typing certificate demonstrating an ability to type or enter data at a net rate of 35 words per minute.

DESIRED QUALIFICATIONS:

- College level course work in a related field or equivalent combination of education and experience in the specific area of assignment.
- Some experience using graphics and desktop publishing software programs.

Knowledge of:

- Operation, adjustment and minor maintenance of computers, software applications and peripheral equipment.
- Basic instructional techniques.
- Internet research tools and techniques.
- Basic database and spreadsheet applications.
- Operation of a computer and assigned software.
- Safe practices in computer laboratory activities.
- Operation of a variety of standard office and computer laboratory equipment including a computer and assigned software.
- Oral and written communication skills.
- Interpersonal skills using tact, patience and courtesy.
- Basic correspondence, record-keeping and reporting techniques.

Ability to:

- Provide reinforcement of instruction and assistance to students in a computer laboratory.
- Operate and demonstrate the use of a variety of computers, software applications and peripheral equipment.
- Troubleshoot and repair minor computer problems.
- Provide training and assistance to students and staff concerning the operation of computers and related peripheral equipment.
- Learn school operations, policies, regulations and procedures.
- Establish and maintain effective working relationships with others.
- Communicate effectively both orally and in writing.
- Observe health and safety regulations.
- Work independently with little direction.
- Prepare and maintain specialized records, files and reports routine records.

WORKING CONDITIONS:

Work Environment:

- Indoor/Computer Laboratory environment.
- Constant interruptions.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Dexterity of hands and fingers to operate a computer keyboard and peripheral equipment.
- Sitting, standing or walking for extended periods of time.
- Bending at the waist, kneeling or crouching to assist students.
- Seeing to view a computer monitor.
- Hearing and speaking to exchange information.
- Lifting, carrying, pushing or pulling moderately heavy objects as assigned by position.
- Reaching overhead, above the shoulders and horizontally.

The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed.

Cabinet Approved: 5/11/04

Unit Approved: 5/12/04

Board Approved: 8/9/04

FLSA Status: Non Exempt