

JOB TITLE: *Technology Assistant I*

DESCRIPTION OF BASIC RESPONSIBILITIES

This position will provide technology assistance under the guidance and supervision of the Technology Manager at any District locations in the operation, maintenance and support of a computer network including all computers, software, and peripherals; install and configure personal computer equipment; install and configure necessary software applications; perform related work as required.

SUPERVISOR: Technology Manager

ESSENTIAL DUTIES:

1. Operate and maintain a variety of equipment including computers, printers, network devices, wireless devices, active/dynamic classroom hardware and software tools, and other IT-related equipment;
2. Provide basic desktop support services to maintain optimum system operations including updates/upgrades and preventative maintenance;
3. Assist in the installation, maintenance and repair of hardware and software for the Local Area Network (LAN) and Wide Area Network (WAN) including coordination of daily administration and management tasks;
4. Assist in the implementation and support of antivirus and antimalware programs and network security on the LAN and WAN;
5. Assist in maintenance of records for inventory of equipment and software, computer installations and technology service requests;
6. Following direction from the Technology Manager, set up and configure new and existing instructional and administration PC and Mac computers;
7. Install hardware and software on new and used PC and Mac systems;
8. Follow up on hardware and software service requests and maintain accurate and detailed notes within electronic request system as assigned and prioritized by the Technology Manager;
9. Assist in the troubleshooting of computers, printers, networks, WiFi, or other hardware-related problems;
10. Perform other related functions as assigned.

EMPLOYMENT STANDARDS:

Entry Level or Basic Knowledge of:

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

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Ability to (under the guidance and instruction of the Technology Manager):

- 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 vendors, students, teachers, and other co-workers;
- Multi-task while maintaining patience and flexibility;
- 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.

EDUCATION AND EXPERIENCE:

- Valid California Driver’s License;
- High school diploma or equivalent;

EVALUATION:

Job performance of this position will be evaluated in accordance with the provisions of the classified collective bargaining agreement, Article 15- Evaluation.

MEDICAL CATEGORY II

Moderate Physical Effort

1. Requires moderate physical effort and exertion associated with the ability to lift, carry, push, pull, or climb.
2. Requires lifting 50 lbs. maximum or carrying any object weighing up to 25 lbs.