

# CENTRAL SCHOOL DISTRICT

**Job Title:** Technology Support Assistant

**Occupational Group:** Technology

**Reports to:** Technology Coordinator

**Pay Range:** 31

**Board Approval:** 7/18/2021

**Work Year:** 12 months

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## **DEFINITION**

Under the general supervision of the Technology Coordinator, serves as the point of contact for District employees and users; provides technical support and problem resolution services for the operation and use of personal computers and peripheral equipment and standard operating software; and performs related duties as assigned.

## **QUALIFICATIONS**

### **Education/Certification:**

- Possession of a valid California Motor Vehicle Operator's License and insurability by the District's liability insurance carrier.
- Department of Justice clearance
- Current TB test with screening every 4 years to remain up to date
- Desired - Graduation from a college with a B.A or B.S in Computer Information Systems or the equivalent completion of a degree in specialized computer support.

### **Experience:**

- One (1) year of increasingly responsible experience in performing technical IT hardware, software and network support.

### **Knowledge and Abilities:**

#### **Knowledge of:**

Methods and techniques for the installation, configuration and troubleshooting of hardware and software; resolving hardware and software problems and device errors and failures; principles, characteristics and practices of computer platform and network operating systems used by the District; standard software packages, including word processing, spreadsheet, presentation, graphics and database programs; cloud computing and file sharing; help desk functions and software, policies and procedures; research techniques, methods and procedures; PC hardware, printers, operating systems and characteristics; methods and procedures for the development of system and user documentation and manuals; methods and procedures for the storage and inventorying of hardware and software; basic office methods and practices, including filing and record keeping.

#### **Ability to:**

Troubleshoot, diagnose, and resolve complex and ambiguous computer and PC hardware, software and connectivity problems and failures of varying difficulty efficiently and effectively; obtain accurate and complete information from users to identify their needs and problems and develop responses and solutions; set priorities and work independently without the need for more than minimum supervision; install and configure PCs, printers, other peripheral equipment, devices, presentation and instructional equipment and other technology tools; read and interpret complex diagrams, specifications and manufacturers' instructions for the operation and maintenance of technology equipment; operate computer and peripheral equipment; follow and apply detailed written and oral work instructions; communicate effectively, orally and in writing; prepare and maintain records and reports; exercise sound independent judgment and initiative within established guidelines; be flexible, problem solve and adjust assignments on short notice ; conscientiously preserve the confidentiality of all proprietary and confidential data and information residing in the District, in accordance with Departmental and District policy, and state and federal law; establish and cooperative working relationships with those contracted in the course of the workday including staff, students and parents.

## **Technology Support Assistant**

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**ESSENTIAL & REPRESENTATIVE** – No one position will necessarily include all of these duties nor is any one position limited to any one or more of these duties:

1. Serves as a point of contact for District employees and users requesting technical assistance; refers the most complex problems to senior technology support staff, and/or vendors for resolution. E
2. Advises District staff and demonstrates methods in the operation and use of technology; recommends operational or procedural modifications to resolve issues. E
3. Installs, configures, and maintains standard enterprise operating software in accordance with established criteria; installs and configures specialized instructional and educational software as authorized; installs or relocates and configures PCs, printers, hardware, interactive boards and projectors. E
4. Diagnoses hardware malfunctions; replaces components and performs maintenance and repair; installs and configures replacement equipment; coordinates major repair of hardware with users, other District staff and/or outside vendors. E
5. Documents actions taken in tech requests and resolution logs.
6. Provide technology support to District users. E
7. Participate with other IT staff in problem solving activities. E
8. Enters hardware, devices and software in the system/network management and inventory databases. E
9. Monitors and reviews new software and hardware products and tools. E
10. Prepares various reports, as required. E
11. Attends trainings and professional meetings.
12. Provides technical support for state testing.
13. Travels to sites around the district as needed.
14. Operate a variety of equipment, meters, hand tools, specialized software used in the diagnosis and repair of technology.
15. Assist with image set up and distribution.

### **PRE-EMPLOYMENT PHYSICAL EXAMINATION**

This position is subject to Board Policy 4112.4, which requires persons who are offered employment in certain classified positions to submit to pre-employment physical examinations.

### **WORKING CONDITIONS**

Office environment, subject to constant interruptions; employees in this class spend prolonged periods of time at a computer terminal; employee may be exposed to communicable diseases; blood borne pathogens exposure; and anti-social/hostile behavior. Employees typically perform their work in customers' offices, classroom and locations where the noise level is normally quiet. Some repair assignments are performed in close spaces and expose employees to airborne dust and particles and the risk of electrical shock.

### **PHYSICAL ABILITIES**

Dexterity of hands and fingers to operate modern office equipment; sitting or standing for extended periods of time; bending at waist, kneeling or crouching; seeing to read a variety of materials; hearing and speaking to exchange information; reaching overhead, above shoulders and horizontally; ability to lift up to 40lbs; physical, mental and emotional stamina to endure long hours under sometimes stressful conditions.

### **PROFESSIONAL EXPECTATIONS:**

1. Be responsible and adhere to appropriate technology use, upholding conscientious, sound judgement when using social media.
2. Wear appropriate and safe attire.
3. Maintain consistent, punctual and regular attendance.