

SCHOOL COMPUTER SUPPORT TECHNICIAN

JOB SUMMARY

Under general supervision, and in consultation with the Information Systems Director and/or Technology Coordinator, provide specialized technical support services in local, wide, and Internet networked environment throughout the district, primarily in the Macintosh and PC platform.

TYPICAL DUTIES

Provide on-site assistance to teachers, administrators, and staff; load, configure, and maintain educational software; isolate equipment malfunctions and run software diagnostic programs; assist with network and hardware set ups as requested; report through proper channels to arrange for repairs; maintain accurate inventory records of equipment and instructional materials; submit work orders; perform necessary preventative maintenance on technology equipment; format and copy floppy disks; perform related duties as assigned.

JOB REQUIREMENTS

Any combination of education, training, and/or experience which demonstrates ability to perform the required duties. A typical qualifying background would include graduation from high school and demonstrated knowledge of computer operation, supplemented by course work in network technology, electronics technology, or related field. Familiarity with Macintosh platform required.

Knowledge of:

Operation, maintenance and capabilities of personal computers and peripheral equipment; computer software usage and applications; correct keyboard techniques; data input and retrieval techniques; basic understanding of instructional methods and techniques; data communications equipment and microcomputer hardware and software products; familiarity with network technologies; ethical handling practices for programs and stored information; routine record keeping.

Ability to:

Work with network technologies, including cable video, maintenance and implementation; verbalize and write effectively; instruct both individuals and groups; operate and maintain personal computers and related equipment; keep abreast of changing computer technology, hardware and software; understand and follow basic methods and procedures used in an instructional setting; train and assist staff in the operation of computer hardware and educational software; provide multi-media support (i.e., presentation systems, cable t.v. hookups, scanners); assist with hook up and operation of video broadcast systems. Assist with PC based software applications if applicable; maintain accurate records; understand and carry out oral and written instructions; establish and maintain effective and cooperative working relationships with others; plan and schedule work; work effectively within established time schedules.

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LICENSE

As some positions in this class may be required to drive a personal vehicle to various District locations to conduct work, candidates must possess a valid California driver's license and maintain eligibility for district insurance.

PHYSICAL ABILITY

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The employee frequently is required to walk; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee is occasionally required to stand.

The employee must regularly lift and/or move up to 50 pounds, frequently lift and/or move up to 100 pounds, and occasionally lift and/or move more than 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.