

**SAN CARLOS SCHOOL DISTRICT
TECHNOLOGY SUPPORT ASSISTANT**

BASIC FUNCTION:

Under the direction of the Director of Educational Technology or Designee, perform a variety of specialized duties in assisting with the planning, installation, configuration, operation, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, networks and peripherals.

ESSENTIAL DUTIES:

- Assist with planning and installing, configuring, modifying and maintaining computer hardware, peripheral equipment and a variety of software applications to assure effective operation of San Carlos School District computer systems
- Respond to work orders and needs in a timely and efficient manner
- Investigate, troubleshoot, diagnose and repair hardware, software and network malfunctions as necessary.
- Install and update computer software.
- Run and update anti-virus programs as appropriate.
- Configure hardware and software applications.
- Install and remove cabling as necessary
- Serves as the initial and primary point of contact for District employees and users requesting technical assistance for PC's, printers and other peripherals and other application services.
- Refers the most complex problems to the Lead Technology Support Assistant and/or vendors for resolution.
- Advises District staff and demonstrates methods in the operation and use of computers and related equipment and standard software.
- Recommends operational or procedural modifications to resolve issues.
- Diagnoses hardware malfunctions.
- Replaces components and performs minor maintenance and repair.
- Coordinates major repair of hardware with users, other District staff and/or outside vendors.
- Documents actions taken in problem/request and resolution logs
- Maintains and distributes Acceptable Use Agreements, training manuals and documentation.
- Perform a wide range of installation, configuration, and service request and problem resolution assignments.
- Participate with other technology support staff in problem solving activities.
- Enters hardware, devices and software in the system/network management and inventory databases.
- Monitors and reviews new software and hardware products and tools.
- Prepare computer equipment for staff use.
- Connect workstations to network server and assure proper operation.
- Troubleshoot, diagnose and resolve problems with peripheral equipment including printers, printer cables and switches.
- Serve as a technical resource to SCSD computer users concerning the operation of computer applications as assigned.
- Respond to inquiries and provide technical information concerning related practices, requirements, guidelines and procedures
- Operate a variety of technical equipment including testers, meters and various hand and power tools.
- Drive a vehicle to conduct work.
- Communicate with staff and various outside agencies to exchange information, coordinate activities and resolve issues or concerns
- Provide technical training in a classroom environment as assigned.
- Assist with the maintenance and inventory of all computer hardware, software, networks and peripherals.
- Provide training or assist staff on the use of SCSD software programs, including 3rd party softwares.

OTHER DUTIES:

- Prepares various reports as required.
- Attends trainings and professional meetings.
- Other duties as assigned.

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;
- 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 in person and by telephone 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, laptops, 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;
- 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 maintain highly effective customer-focused working relationships with clients/users other District and site staff, vendors and others encountered in the course of work.

EDUCATION AND EXPERIENCE AND OTHER REQUIREMENTS:

- A work history demonstrating reliability and good attendance.
- Education equivalent to the completion of the twelfth (12th) grade, supplemented by courses in curricular and technological support of teaching and learning.
- Two years of responsible and varied technological support and/or classroom curricular support experience.
- Should possess personal characteristics generally recognized as essential for good public employees including integrity, initiative, emotional maturity, dependability, courtesy, good judgment, and ability to work cooperatively with others.
- Maintain CPR and First Aid certification.
- Valid California Drivers License

WORKING CONDITIONS ENVIRONMENT:

- Indoor and outdoor work environment.
- Moderate stress work environment

PHYSICAL DEMANDS:

- Visual ability to read handwritten or typed documents and the display screen of various office equipment and machines.
- Able to conduct verbal conversation in English or other designated language.
- Able to hear normal range verbal conversation (approximately 60 decibels.)

- Able to stand and walk.
- Able to squat, twist, stoop, kneel, and bend.
- Able to sit for sustained periods of time.
- Able to climb slopes, stairs, steps, ramps, and ladders.
- Able to lift up to forty (40) pounds frequently and fifty (50) pounds occasionally.
- Able to push and pull objects weighing up to fifty (50) pounds.
- Able to exhibit full range of motion for shoulder external rotation and internal rotation.
- Able to exhibit full range of motion for shoulder abduction and adduction.
- Able to exhibit full range of motion for elbow flexion and extension.
- Able to exhibit full range of motion for shoulder extension and flexion.
- Able to exhibit full range of motion for back lateral flexion.
- Able to exhibit full range of motion for hip flexion and extension.
- Able to exhibit full range of motion for knee flexion.
- Able to demonstrate manual dexterity necessary to operate calculator, typewriter, and/or computer keyboard at the required speed and accuracy in a safe and effective manner.