

Technical Assistant - Level 1 Technician

Purpose Statement

The job of Technical Assistant - Level 1 Technician is done for the purpose/s of integrating technology to enhance the learning environment; installing and maintaining computer hardware and software; providing technical support to site administrators, staff and students; and resolving school site operational issues.

This job reports to Technology Coordinator

Essential Functions

- Assists users via remote connection for the purpose of troubleshooting and/or resolving workstation issues.
- Assists the Technology Director for the purpose of giving input on the purchase of hardware and software.
- Attends school site and departmental meetings for the purpose of providing and/or gathering information relating to job functions.
- Coordinates with vendors for the purpose of resolving technical problems with equipment and software.
- Installs computer hardware, peripherals, updates, and application software for the purpose of maintaining and updating overall site operations (classrooms, library, computer labs, etc.).
- Maintains material and equipment inventory for the purpose of providing and up-to-date reference and ensuring the availability of materials when required.
- Maintains manual and electronic documents, files and records (e.g. preventive maintenance, purchases, inspections, repair logs, etc.) for the purpose of documenting activities, conveying information and/or providing an up-to-date reference and audit trail.
- Participates in meetings, workshops, training and seminars for the purpose of conveying and/or gathering information required to perform job functions.
- Performs basic network troubleshooting for the purpose of maintaining critical site operations.
- Prepares technology for assessment (e.g. Compass, MAP, etc.) for the purpose of having equipment ready for student access.
- Prepares status reports, user guides and related materials for the purpose of documenting activities, providing written reference and/or conveying information.
- Repairs computers, peripherals, and electronic equipment for the purpose of maintaining equipment in a safe and functional operating condition.
- Responds to a variety of questions from site staff, parents and students for the purpose of providing information, guidance or referral.
- Supports classroom activities for technology related classes for the purpose of providing information regarding procedures, processes and safety.
- Trains school site staff on a variety of software applications and hardware operations (e.g. e-mail, student grading, word processing, spread sheet applications, etc.) for the purpose of providing ongoing support and maximizing the capabilities of assigned staff.

- Transports various items for the purpose of ensuring the availability of materials and equipment required at the job site.

Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: utilizing diagnostic and application software; adhering to safety practices; and maintaining accurate records.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: electronics analysis; multi platform operating systems and personal computers; appropriate system security; associated peripheral equipment; and troubleshooting methodologies.

ABILITY is required to schedule activities; gather and/or collate data; and use job-related equipment. Flexibility is required to work with others in a wide variety of circumstances; work with data utilizing defined and similar processes; and operate equipment using a variety of standardized methods. Ability is also required to work with a wide diversity of individuals; work with similar types of data; and utilize a wide variety of types of job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data requires following prescribed guidelines; and problem solving with equipment is significant. Specific ability based competencies required to satisfactorily perform the functions of the job include: adapting to changing work priorities; establishing effective working relationships; displaying mechanical aptitude; communicating with technologically diverse groups; being attentive to detail; and working under time constraints.

Responsibility

Responsibilities include: working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; operating within a defined budget. utilization of some resources from other work units is often required to perform the job's functions. There is a continual opportunity to have some impact on the organization's services.

Work Environment

The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling, some climbing and balancing, significant stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 10% sitting, 30% walking, and 60% standing. The job is performed under minimal temperature variations and under conditions with exposure to risk of injury and/or illness.

Experience: Job related experience is required.

Education: Targeted, job related education with study in job-related area.

Equivalency:

Required Testing

None Specified

Certificates and Licenses

CPR/First Aid Certificate
Valid Driver's License & Evidence of Insurability

Continuing Educ. / Training

Annual training in Sexual Harassment, Blood Borne Pathogens, Bully Prevention, and Confidentiality.

Clearances

Criminal Justice Fingerprint/Background Clearance

FLSA Status

Non Exempt

Approval Date

Salary Grade

