HUNTINGTON BEACH CITY SCHOOL DISTRICT

Information Technology Assistant

Established date: 7/1/2015
Revision date: 11/17/2015

GENERAL PURPOSE

Under general supervision, performs skilled desktop support to District employees either from a central location or at a school site; supports educational technology including smart boards and tablets; may assist staff and students in a computer lab; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

An Information Technology Assistant performs technical assistance and support to resolve desktop computer software and hardware or educational media problems. Assignments are typically received in general terms, and incumbents are expected to act independently within the framework of established policies, procedures and objectives.

This position is directly responsible to the Executive Director of Technology Services, a Principal or their designee.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Responds to requests for technical assistance in person, via phone or electronically; diagnoses and resolves first-level technical hardware and software issues or escalates more complex issues to senior staff for resolution; documents actions taken in response to problems and requests.
2. Installs hardware, software, and memory upgrades; maintains driver updates on all peripheral devices; assists in the installation, testing and configuration of applications and new software functionalities.
3. Operates, maintains, tests, troubleshoots and repairs portable and permanently installed multimedia systems and equipment; periodically inspects, cleans and tests permanent multimedia classroom and meeting room installations and performs minor repairs and services as needed.
4. Assists staff in defining technology needs; researches and evaluates software and technology to meet user needs; and makes recommendations on integrating technology into curriculum.
5. Tutor students and staff individually or in small groups in the methods and procedures of keyboard operation in specific skill areas of computer methodology; may plan and organize a computer learning center.
6. Drives vehicles to and from work sites.
7. Maintains a variety of records; updates records of software licenses, hardware serial numbers; completes and submits work orders and time sheets on a timely basis; attends meetings; participates in safety training.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Methods and techniques for the installation, configuration and maintenance of computer hardware, software and peripherals.

2. Methods and techniques in troubleshooting and problem resolution for first-level hardware and software problems and device errors and failures.
3. Customer service practices.
4. Standard software packages, including word processing, spreadsheet, presentation, graphics and database programs.
5. PC and Mac hardware, operating systems and characteristics.
6. Methods, procedures, tools and materials used in the installation, modification, maintenance and repair of a wide variety of computer hardware systems and audio-visual equipment common to a school district.
7. Technical aspects of field of specialty.
8. Applicable health and safety regulations.
9. Correct English usage, including spelling, grammar and punctuation.
10. Recordkeeping, filing and basic purchasing procedures and expense reporting.
11. Uses and operations of computers, standard business software and specialized database and spreadsheet applications.

Ability to:

1. Troubleshoot, diagnose and resolve computer hardware and software problems and failures of varying difficulty efficiently and effectively.
2. Obtain accurate and complete information from users, in person and by telephone, to identify their needs and problems and develop responses and solutions.
3. Install and configure computers, peripheral equipment, devices and other technology tools.
4. Operate, repair and maintain diverse multimedia computerized systems used in classrooms and District offices.
5. Provide instructional assistance related to the use of information technology to students.
6. Use a variety of techniques, methods and tools in the maintenance and repair of audiovisual systems and technologies.
7. Make arithmetic calculations related to specialty quickly and accurately.
8. Work effectively with diagrams, blueprints, plans, sketches and specifications.
9. Use a variety of tools and machines utilized in the trade.
10. Exercise sound judgment in the selection of proper materials and methods of performing work.
11. Estimate time, materials and equipment required to perform assigned duties.
12. Operate a computer, standard business software and a variety of computer software programs and databases related to area of assignment.
13. Communicate effectively, both orally and in writing.
14. Understand and follow written and oral instructions.
15. Establish and maintain effective working relationships with administrators, staff, students, parents, the public and all those encountered in the course of work.

Education, Training and Experience:

A typical way of obtaining the knowledges, skills and abilities outlined above is:

Graduation from high school or GED equivalent, or the completion of accredited training programs in computer technical support; and two years of progressively responsible experience in providing user support; or an equivalent combination of training and experience. Experience in a school district is preferred.

Licenses; Certificates; Special Requirements:

A valid California Class C driver's license and the ability to maintain insurability under the District's vehicle insurance program.

Successful completion of a comprehensive background investigation including a review of employment history, criminal conviction record and fingerprinting is required.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, the employee is regularly required to sit, walk and stand; talk and hear; use hands to finger, handle, feel or operate objects, tools or controls; reach with hands and arms; and perform repetitive movements of hands or wrists. The employee is frequently required to climb or balance and stoop, kneel, crouch or crawl. The employee is frequently required to lift up to 25 pounds unaided or 50 pounds with assistance. Specific vision abilities required for this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Mental Demands

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, drawings and specifications; analyze and solve problems; use shop math and mathematical reasoning; work under deadlines with interruptions; and interacts with others encountered in the course of work including District managers, employees, contractors, vendors and dissatisfied/abusive individuals.

WORK ENVIRONMENT

The employee works in an office and field environment where the noise level is usually moderate. Some work is performed in confined spaces, and employees may be exposed to airborne dust and particles and the risk of electrical shock.

Work requires responding to on-call services as requested.

FLSA Designation:	Non-Exempt
EEO Category:	Administrative Support Workers
Bargaining Unit:	CSEA
Probationary Period:	9 months new, 6 months existing