RED BLUFF JOINT UNION HIGH SCHOOL DISTRICT
JOB DESCRIPTION

JOB TITLE: **TECHNOLOGY SUPPORT ASSISTANT**

DEPARTMENT: **TECHNOLOGY SERVICES**

REPORTS TO: **TECHNOLOGY SUPPORT SUPERVISOR**

DEFINITION:
Under general direction of the Technology Support Supervisor: provides specialized support services for local, wide, and internet worked information systems interconnected to schools, administrative departments, the Technology Services Department, and Internet resources; maintains and repairs a variety of microcomputers and related peripheral equipment; performs installation, repair, and maintenance work on a variety of audiovisual electronic equipment; and performs other essential job-related work as required.

EXAMPLES OF DUTIES:
- Provides training, conferencing, and workstation configuration services for end users.
- Assists in maintaining and enhancing the interconnection of operating systems, desktop computer applications; keeps pace with rapidly developing network technologies; ensures consistency with our information system needs.
- Responds to help desk referrals; confers with computers and technology staff and users to resolve problems related to network-related hardware and software functions and in preparing areas for installation.
- Provides one-on-one training and assistance to users in the area of software application and general use and procedure associated with communications network, and PC computers.
- Assists in evaluating network hardware, software, and related tools and materials.
- Assists in maintaining parts and supplies inventory; uses hand truck and carts in delivering and removing equipment.
- Assists in performing diagnostic evaluations of faulty equipment, analyzes results, and takes corrective actions.
- Assists in change control, inventory, and other necessary records, and prepares various reports as required.
- Installs microcomputer and peripheral equipment at District sites; makes adjustments to, repairs (to the component level) and/or makes recommendations for the repair of microcomputers, including printers, disk drivers and monitors.
- Assists in providing operating instruction to District staff; checks equipment for proper operation and maintains records of repair work; maintains parts inventory and recommends equipment and parts purchases when applicable.
- Assembles, installs, repairs, and performs major and routine maintenance on various audio-visual equipment including projectors, public address systems, and other types of audio-visual equipment; orders repair parts.
- Surveys causes of damage to equipment and recommends replacement if repair is not possible; maintains inventory of spare parts and reorders as needed; maintains records and files.

- Complies with applicable state, local, and federal rules, regulations, and laws, as well as the policies and procedures of the District.
- Establishes and maintains effective working relationships with a variety of groups, including teachers, students, administrators, coworkers, vendors, consultants, and others as required.
- Demonstrates and models safe, prudent, and healthful work behaviors and practices; identifies and works toward the elimination of unsafe or unhealthy work area conditions.
- May update/convert District form as needed into portable document format (PDF).
- May assist with creating and updating District web page and social media.
- Performs other essential job-related work as required.

QUALIFICATIONS
Knowledge of:
- Hardware and software network products, including detailed knowledge and experience with microcomputers; data communications equipment and microcomputer hardware and software products, such as print servers, file servers, modems, concentrators, and related products
- Data and voice communications facilities, hardware, and media such as leased and switched lines, coaxial cable, and twisted pair
- Network technologies and design skills in the area of educational and administrative network design
- Internetworking and distance computing, educational and administrative network design, maintenance and implementation

Ability to:
- Install, operate, maintain, and repair a wide variety of electronic equipment, operating systems (such as Windows IOS and Android) other software applications, and network devices
- Communicate effectively with all users requiring services
- Plan, layout, and organize work
- Work with a minimum of direct supervision
- Accurately estimate labor and material costs
- Maintain preventive maintenance records and prepare clear and concise reports
- Understand and follow oral and written directions
- Establish and maintain cooperative working relationships with other District employees, students, vendors and suppliers, and others contacted in the course of work

PHYSICAL DEMANDS

The physical requirements indicated below are examples of the physical aspects that this position classification must perform in carrying out essential job functions.

- Persons performing service in this position classification will exert 50 to 75 pounds of force frequently to lift, carry, push, pull, or otherwise move objects
- This type of work may involve ascending and descending ladders, stairs, scaffolding, and ramps, and will involve walking or standing for extended periods, working in awkward postures, high places, and tight spaces as a result of attic or under-floor cable-related duties

- Perceiving the nature of sound, near and far vision, depth perception, providing oral information, the manual dexterity to operate equipment and use hand tools, and handle and work with various materials and objects are important aspects of this job

Reasonable accommodation may be made to enable a person with a disability to perform the essential functions of the job.

ENVIRONMENT
The work environment indicated below are examples of the environmental conditions this position classification must expect in carrying out the essential job functions.
- The work is performed primarily inside an office or office/laboratory environment
- Exposure to hot, cold, wet, humid, or windy conditions caused by weather may occasionally be experienced
- Exposure to adhesive and cleaning solvents/chemicals
- Exposure to moderate to loud noise and vibrations
- Exposure to electromagnetic fields
- Possible exposure to electric shock

EXPERIENCE AND EDUCATION
Any combination of experience and training that would likely provide the required knowledge and skill is qualifying. A typical way to obtain the required knowledge and skill would be:

Experience:
  One year of experience at the journeyman level in the installation, operation, maintenance, and repair of electronic equipment, operating systems (Mac, Windows, Android), other software applications, and networking devices.

Education:
  Equivalent to the completion of the twelfth grade, supplemented by coursework or training in electronic and technological theory, and in the operation, maintenance, and repair of electronic equipment, operating systems (Mac, Windows, Android), other software applications, and networking devices. Certification desired.

License Requirement
Possession of a valid California Motor Vehicle Operator's License.