

JOB DESCRIPTION
San Leandro Unified School District

Computer Support Assistant

Purpose Statement

The job of Computer Support Assistant is done for the purpose/s of supporting the educational process with specific responsibilities for maintaining computer and network equipment in a safe and functional operating condition; providing technical and operational support to end-users; resolving immediate operational and/or safety concerns; and perform data access protection processes.

This job reports to Chief Technology Officer

Essential Functions

- Confers with other grade level or special area instructional staff as may be appropriate regarding instructional techniques, organization practices, etc. for the purpose of providing guidance, mentoring and/or computer support.
- Enforces security and procedural policies and practices for the purpose of conforming to established protocols and ensuring network integrity.
- Installs computer hardware, peripherals, and network equipment and application software for the purpose of maintaining safe and effective district and site operation including classrooms, library and computer labs.
- Maintains technology equipment and lab areas (e.g. run diagnostic programs according to established time lines, troubleshoot computers and peripherals, submit work requests when repairs are needed, assure the labs' care and security, perform deep freezes, etc.) for the purpose of ensuring equipment and lab areas are in safe proper working condition.
- Oversees student usage of computer and programs for the purpose of providing direction and guidance with appropriate behavior/computer use.
- Prepares labs and carts for daily operations (e.g. installing software, setting up/turning on equipment, etc.) for the purpose of ensuring the availability of equipment/materials for scheduled labs.
- Prepares and maintains manual and electronic documents, files and records (e.g. inventory of lab equipment and materials, troubleshooting log, work requests, schedules, etc.) for the purpose of documenting activities, conveying information and/or ensuring compliance with established guidelines.
- Provides technical and operational support to the teachers and classes for the purpose of presenting and/or reinforcing learning concepts in support of site and district-wide technology goals.
- Serves as a resource to students and staff for the purpose of providing support and guidance as requested based on their technology knowledge and experience in support of student learning.
- Troubleshoots malfunctions of network hardware and/or software applications (e.g. peripherals, printers, smartboards, chrome books, etc.) for the purpose of resolving operational issues and restoring services or directing request to more skilled staff.
- Upgrades computers, peripherals, network equipment and software applications as needed for the purpose of meeting the computer processing needs of the users.

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 routinely upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: adhering to safety practices; preparing and maintaining accurate records; and utilizing pertinent software applications; diagnosing equipment malfunctions.

KNOWLEDGE is required to perform algebra and/or geometry; read a variety of manuals, write documents following prescribed formats, and/or present information to others; and solve practical problems. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: concepts of computer electronics and technology; current generation operating systems and network protocols; school safety and security practices.

ABILITY is required to schedule activities; gather and/or collate data; and consider a variety of factors when using 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 processes. 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 may require independent interpretation; and problem solving with equipment is moderate to significant. Specific ability based competencies required to satisfactorily perform the functions of the job include: displaying mechanical aptitude; adapting to changing work priorities; establishing effective working relationships; communicating with diverse groups; being attentive to detail; working under time constraints; and meeting deadlines and schedules.

Responsibility

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

Working Environment

The usual and customary methods of performing the jobs functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling, frequent stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 40% sitting, 30% walking, and 30% standing. This job is performed in a generally clean and healthy environment.

Experience Job related experience is required.

Education High school diploma or equivalent.

Equivalency

Required Testing: Must pass district's qualifying assessment

Pre-Employment Training Required

Continuing Educ./Training

Certificates

Driver's License & Evidence of Insurability

Clearances

Criminal Justice Fingerprint/Background

Clearance
TB Screen

FLSA Status

Board Approval Date

Salary Range

Non Exempt

November 10, 2015

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