

GUILFORD COUNTY SCHOOL SYSTEM JOB DESCRIPTION

JOB TITLE: TECHNOLOGY ASSISTANT

GENERAL STATEMENT OF JOB

Under general supervision, performs a variety of technical and clerical tasks in supporting technology operations in the school setting. Employee is responsible for maintaining all computer equipment in good working order, independently solving minor problems, or arranging for maintenance as necessary, and performing simple installations of new instructional hardware and software. Employee works primarily in the school's computer lab or media center, but may also provide on-going support for teachers and students in the classroom. Although not responsible for delivering instruction, the employee will assist in supervising students in the computer lab. Employee will be expected to do simple installations of new instructional hardware and software. Tasks may include assisting the media specialist with duties such as scheduling labs, inventory, software licensing, and tracking loaned equipment. Reports to a Principal and/or Media Specialist.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Ensures computer and related equipment in the school is working properly; arranges for needed maintenance.

Troubleshoots problems with computers and other equipment; may independently solve minor problems or seek assistance from appropriate technical professional.

Assists users with full utilization of available hardware and software.

Assists teachers with supervision of class while working in lab situation or on computer related projects.

Receives installation requests; performs simple installations of computer software and hardware.

Maintains complete inventory of computers and related hardware.

Provides timely resolution of computer problems by providing answers or referrals.

Performs disk backups and software copying as required.

Assists in scheduling the use of computer labs or other equipment.

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Assists with inventory of software licensing.

Assists with tracking and controlling the loaning of technology equipment to school personnel

ADDITIONAL JOB FUNCTIONS

May assist with ordering supplies as needed.

Performs other related work as required.

MINIMUM TRAINING AND EXPERIENCE

High School diploma and a minimum of 48 hours of college level coursework. A minimum GPA of 2.0 is required. Two years of computer, related experience required.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of equipment including computers, copiers, typewriters, audiovisual equipment etc. Must be able to exert up to 20 pounds of force occasionally, and/or a negligible amount of force constantly to move objects. Physical requirements are consistent with those for Light Work.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural, or composite characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes receiving instructions, assignments, and/or directions from superiors.

Language Ability: Requires the ability to read a variety of correspondence, reports, forms, journals, etc. Requires the ability to prepare correspondence, forms, records, etc., using prescribed format.

Intelligence: Requires the ability to apply rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form.

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Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in Standard English.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; and to determine percentages and decimals.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width, and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in using automated office equipment.

Manual Dexterity: Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

Physical Communication: Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear). Must be able to communicate via telephone.

KNOWLEDGE, SKILLS AND ABILITIES

Working knowledge of computers and related instructional technology devices.

Working knowledge of software packages utilized in the school system.

Working knowledge of software copying rights of the school system.

Working knowledge of installation of computer hardware and software.

Working knowledge of equipment circulation procedures of the school.

Ability to troubleshoot minor problems with computer equipment.

Ability to maintain lists, logs and records.

TECHNOLOGY ASSISTANT

Ability to maintain complete and accurate records.

Ability to understand and follow oral and written instructions.

Ability to communicate with users to determine the nature of computer problems.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

DISCLAIMER

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to this job.