

**TITLE:                    TECHNOLOGY ASSISTANT II**

**QUALIFICATIONS**

Knowledge of

1. Advanced software set-up and support in applications such as web page design, productivity software, student information system, etc.
2. Basic concepts and operations of a local area network.
3. Basic electrical power requirements of microcomputer equipment.
4. Basic knowledge of local area network administration.
5. Basic Local Area Network (LAN) administration.
6. Correct English usage, grammar, spelling, punctuation, vocabulary, and math at a level necessary to perform assigned tasks.
7. Features and use of standard operating, productivity, Internet and educational software for Windows/Macintosh environments.
8. Installation and maintenance of educational and other lab-based software.
9. Internet sites relevant to school curriculum.
10. Interpersonal skills using tact, patience, and courtesy.
11. Networking resources in an educational computer lab environment.
12. Record-keeping techniques.
13. Safety rules and regulations for this position.

Ability to

1. Assist in the maintenance of computer labs.
2. Assist teachers and students to do Internet searches using standard search utilities.
3. Assist teachers to incorporate computer resources into classroom lesson plans.
4. Be a productive and active team member.
5. Communicate effectively and tactfully in both oral and written form.
6. Diagnose and repair basic hardware problems.
7. Establish and maintain effective work relationships with those contacted in the performance of required duties.
8. Establish and maintain records; estimate time and material costs.
9. Establish effective working relationships with others in the normal course of business..
10. Exercise independent judgment and problem-solving skills related to specific areas of responsibility.
11. Handle all matters in a tactful, courteous, and confidential manner so as to maintain and/or establish good public relations.
12. Install and maintain educational and other lab-based software.
13. Learn and follow the operations, procedures, policies, and requirements of an assigned program of operational unit.
14. Operate a computer terminal and software diagnostic tools.
15. Perform mathematical calculations using addition, subtraction, multiplication, and division quickly and accurately.
16. Present and maintain a pleasant appearance and demeanor.
17. Provide orientation and training and assistance to users of microcomputers and software.
18. Read and interpret technical manuals.

Ability to (continued)

19. Understand and carry out verbal and written instructions, policies, and procedures in an independent manner.
20. Work cooperatively with users and other personnel.
21. Work independently and maintain high standards of workmanship.

Training and Experience

1. Equivalent to completion of the twelfth (12th) grade, supplemented by courses specializing in computer operation, installation, maintenance, and repair.
2. One (1) year of successful experience as a Technology Assistant I.
3. Two (2) weeks or eighty (80) hours of successful completion of training in computer hardware, software, or networking such as A+, web page design, or networking.
4. Demonstrated knowledge of basic hardware maintenance, network configurations and advanced software set-up.
5. Three (3) years of successful experience with installed computer hardware and software or that which would likely provide the desired knowledge and abilities may be considered.
6. A work history demonstrating dependability, reliability, and good attendance.

**REPORTS TO:** Site administrator in consultation with the Director of Educational Technology and Information Systems

**JOB GOAL:** Under the direction of an assigned supervisor and in consultation with the Director of Technology, the job of "Technology Assistant" is done for the purpose of ensuring operational and instructional utility of computer labs and classroom and administrative computers; ensuring operational use and availability of limited resources; identifying likely causes of problems; effecting routine repair or requesting technical assistance; assists teachers in and incorporating technology into the curriculum; assisting in the review and development of technology improvements to be incorporated into the school.

### **CLASS CHARACTERISTICS**

Incumbents typically perform a variety of routine and common procedures installing and configuring software, trouble shooting common software problems, assisting students and teachers to use the computer labs and classroom computers and serving as liaison to committees concerned with the application of technology in the instructional process.

### **ESSENTIAL FUNCTIONS**

1. Assists students and teachers with the use of educational and other lab-based software.
2. Assists teachers and staff with common software problems at computer stations for the purpose of identifying likely cause of problem, effecting routine repair or requesting technical assistance.

**ESSENTIAL FUNCTIONS** (continued)

3. Configures peripheral and shared devices (e.g. printers, multimedia components, scanners, etc.) for the purpose of ensuring operational use and availability of limited resources.
4. Establishes individual student lab and network accounts and password lists for the purpose of maintaining lab systems security.
5. Establishes, maintains, and prepares records and reports for the purpose of documenting and reporting on the quantity, frequency and kinds of activities for which the lab is utilized and for which repairs and upgrades are made.
6. Explains and demonstrates lab resources, capabilities and applicability to instruction to teachers for use in developing computer-based components of lesson plans for the purpose of integrating technology projects into the curriculum.
7. Follows district policies and procedures.
8. Installs and configures various releases of operating, productivity and educational software (e.g. Windows 95, Mac OS 7.x/8.x, Microsoft Office, Claris Works, Netscape, Internet Explorer, etc.) for the purpose of ensuring operational and instructional utility of the computers.
9. Knows and understands the Mission and Core Values of the District.
10. Participates in departmental and district in-service training as required.
11. Performs other related duties as assigned.
12. Troubleshoots common software problems for the purpose of identifying likely cause of problem, effecting routine repair or requesting technical assistance.

**OTHER FUNCTIONS**

1. Assists teachers in monitoring student behavior in the lab for the purpose of maintaining an atmosphere conducive to the educational process.
2. Assists in maintenance of inventory of installed hardware and software.
3. As assigned, serves as site liaison to various technology and/or curriculum committees for the purpose of assisting in the review and development of technology improvements to be incorporated into the lab.

**PHYSICAL ABILITIES**

1. Visual ability to read handwritten or typed documents and the display screen of various office equipment and machines.
2. Able to conduct verbal conversation in English.
3. Able to hear normal range verbal conversation (approximately 60 decibels.)
4. Able to sit, stand, stoop, kneel, bend, and walk.
5. Able to sit for sustained periods of time.
6. Able to kneel or squat for extended periods of time.
7. Able to climb slopes, stairs, steps, ramps, and ladders.
8. Able to lift up to twenty-five (25) pounds frequently, and fifty (50) pounds occasionally.
9. Able to carry up to twenty-five (25) pounds frequently, and fifty (50) pounds occasionally.
10. Able to push and pull objects weighing up to forty (40) pounds.
11. Able to exhibit full range of motion for shoulder external rotation and internal rotation.

**PHYSICAL ABILITIES** (continued)

12. Able to exhibit full range of motion for shoulder abduction and adduction.
13. Able to exhibit full range of motion for elbow flexion and extension.
14. Able to exhibit full range of motion for shoulder extension and flexion.
15. Able to exhibit full range of motion for back lateral flexion.
16. Able to exhibit full range of motion for hip flexion and extension.
17. Able to exhibit full range of motion for knee flexion.
18. Able to operate office machines and equipment in a safe and effective manner.
19. Able to demonstrate manual dexterity necessary to operate calculator, typewriter, and/or computer keyboard at the required speed and accuracy.
20. Able to demonstrate manual dexterity necessary to perform fine maintenance procedures and operate both manual and power hand tools in a safe and effective manner.
21. Able to operate a variety of powered and manual equipment commonly found in computer equipment diagnoses and repair services in a safe and effective manner.
22. Able to operate a motor vehicle in a safe and effective manner.

**SPECIAL REQUIREMENTS**

1. Must use safety equipment and devices designated for this position.
2. Possession and maintenance of a valid and appropriate state of California driver's license; have an acceptable driving record; and be insurable at standard rates by district's insurance carrier and maintain such insurability during the course of employment.

**TERMS OF EMPLOYMENT:** Eleven- or Twelve-month work year  
Classified bargaining unit member

**EVALUATION:** Performance of this job will be evaluated in accordance with Board of Education policy and provisions of the collective bargaining agreement. The assigned site administrator, in consultation with the Director of Educational Technology and Information Systems, will complete the evaluation.

Approved by: Board of Education Date: December 13, 2001

**MURRIETA VALLEY UNIFIED SCHOOL DISTRICT IS A  
TOBACCO-FREE, DRUG-FREE WORKPLACE**

**MURRIETA VALLEY UNIFIED SCHOOL DISTRICT IS AN  
AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER**