

INFORMATION TECHNOLOGY SUPPORT ASSISTANT

DEFINITION

Performs a variety of routine information technology support duties associated with the installation of computers, updating and checking hardware, systems software, and computer programs.

TYPICAL DUTIES

Delivers data processing materials and/or software updates to school sites and follows instructions to update storage media and install revised programs in computers.
Installs, maintains, and updates simple computer hardware and over-the counter software.
Performs detailed computer operations at school sites as instructed in order to check or change certain functions.
Copies new or revised software programs on storage media for schools.
Verifies accuracy and completeness of information on archive storage media.
Copies school data at school sites for archives.
May provide low-level technical assistance, advice, and computer support.
May occasionally operate data entry devices, including optical scanning equipment.
May enter or change data at school.
May set-up, operate, and maintain various audio-visual equipment including: LCD projectors, televisions, VCR's, DVD players, overhead projectors, video cameras, and other multimedia equipment.
May store and inventory computer systems, hardware, software, and audio-visual equipment and coordinate and schedule equipment use.
May inspect, modify, make minor repairs, and perform preventive maintenance on a variety of audio- visual equipment.
May assist in inventorying computer systems, hardware, and software.
May deliver and install stand-alone systems and peripheral equipment (new or repaired) to schools and offices.
Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

An Information Technology Support Assistant performs routine tasks associated with the installation of computers, such as copying programs, running check programs, verifying accuracy of inventory records, printing labels, and exchanging storage media and installing revised programs in computers at school sites.

A Microcomputer Support Assistant works at a local site and installs and maintains personal computer systems, replaces malfunctioning components, and refers major hardware or software problems to service personnel.

An IT Field Services Technician I installs, configures, and analyzes problems of desktop and laptop computers and software, and performs maintenance, service and repairs desktop and laptop computers and related peripherals.

SUPERVISION

Direct supervision is received from higher-level personnel. No supervision is exercised.

CLASS QUALIFICATIONS

Knowledge of:

- Components and capabilities of personal computers
- Microsoft Word and Excel and other software applications
- Installation and maintenance of computer hardware and peripheral equipment
- Computer programming concepts
- Data processing terminology

Ability to:

- Learn procedures and sequences and/or instructional applications of a data reporting system
- Analyze and diagnose simple software and hardware malfunctions
- Use the Internet
- Work effectively with District personnel

Special Physical Requirements:

- Stamina to stand for long periods of time
- Safely lift and carry objects weighing up to fifty pounds
- Manual dexterity as required to operate keys, levers, and switches

ENTRANCE QUALIFICATIONS

Education:

Graduation from high school or evidence of equivalent educational proficiency, preferably including or supplemented by courses in computer science.

Experience:

Experience in data processing is preferred. Experience with personal computer operating systems such as Windows, MAC OS, iOS, and Android is preferable.

Special:

A valid driver's license to legally operate a motor vehicle in the State of California and the use of a motor vehicle.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill, and /or abilities. To the extent permitted by law, management retains the discretion to add or change typical duties of a position at any time, as long as such addition or change is reasonably related to existing duties.

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SJ

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