



COLLEGE AIDE – TECHNOLOGY SUPPORT

JOB SUMMARY

Under immediate supervision of Information and Technology Services, perform routine upkeep of computer systems at District schools and departments; train District staff in the use of personal microcomputers and software; provide technical assistance to technology support staff and end users; perform related duties as assigned.

EXAMPLES OF DUTIES

The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.

- Unpack and set up computers and peripheral equipment in a learning laboratory, a classroom or an individual workstation. ***E***
- Conduct initial assessment of technology issue; identify and resolve problem or refer if necessary. ***E***
- Install specific approved hardware and software. ***E***
- Support District staff in the use of computer equipment and software; answer user questions in person and via telephone concerning systems operation. ***E***
- Assist with inventory and maintaining files and records of site microcomputer equipment and components. ***E***
- Attend District and Information and Technology Services meetings and trainings; drive a personal vehicle to sites to conduct work. ***E***
- Operate a variety of office equipment including a computer and assigned software and multi-line telephone. ***E***

Note: At the end of some of the duty statements there is an italicized "E" which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.

DISTINGUISHING CHARACTERISTICS

Incumbents in this class are full-time college students employed part time, on an at-will basis and are therefore exempt from the merit system in accordance with Education Code Section 45256(b)(3). In this status they cannot obtain regular or permanent employment. College Aide – Technology Support assignments may not exceed 18 hours per week. The purpose of their employment is to assist in carrying out activities directly related to technology support while pursuing a degree. A College Aide –

Technology Support incumbent works part-time while pursuing a degree and performs a variety of duties of varying scope and difficulty to assist District staff on particular projects, receiving practical training and experience in information technology classifications. The work experience obtained by these interns is intended to help provide a pool of qualified candidates for entry into technology support and specialties within the District.

EMPLOYMENT STANDARDS

Knowledge of:

Computer operations.

Components and capabilities of personal computer systems.

Theory and practice of computer installation and maintenance in a networked environment.

Office productivity software such as Microsoft Office suite.

Components and capabilities of desktop and laptop personal computers and operating systems.

Computer operating systems including 95/98/XP and higher; Mac OS 9.2 and higher.

Network applications such as Netscape, Internet Explorer and Safari.

Ability to:

Analyze complex problems, systems and procedures accurately and logically.

Use diagnostics and basic troubleshooting tools and methodology to resolve issues.

Understand and apply technical instructions, materials and resource publications.

Learn new software and instruct others in the use of various software applications.

Work independently on assigned tasks.

Train District staff in the use of personal computers, peripheral equipment and dedicated software.

Follow directions as well as District and Information & Technology Services policies and standards.

Eligibility:

Current enrollment in a minimum of 12 semester units at an accredited California college or graduate standing (currently enrolled in 6 Graduate Level Units. Graduate level courses are classes numbered with 500 or higher course numbers.), preferably with a major in an information technology field.

Applicants must provide proof of current enrollment in a minimum of 3 units of computer technology, information systems or a closely related field.

SPECIAL REQUIREMENTS

Positions in this class require the use of a personal automobile and possession of a valid California Class C driver's license.

Applicants for this classification will be required to obtain and submit, at his/her own expense, his/her current motor vehicle driving record at the time of appointment. The record must meet and be maintained at the District's safe driving standard. Failure to meet this requirement will result in the disqualification and/or rejection of the applicant regardless of any other standing.

WORKING ENVIRONMENT

Classrooms, computer laboratories, school offices and office work stations.
Driving a vehicle to conduct work.
Working in a cramped or restrictive work chamber.

PHYSICAL DEMANDS

Dexterity of hands and fingers to operate hand tools, computer keyboards and other specialized equipment.
Hearing and speaking to exchange information.
Reaching overhead, above the shoulders and horizontally.
Lifting, carrying, pushing or pulling heavy objects weighing up to 50 pounds.
Sitting or standing for extended periods of time.
Bending at the waist, kneeling or crouching.
Good visual acuity.
Climbing ladders and working from heights.

AMERICANS WITH DISABILITIES ACT

Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.

APPOINTMENT

Pursuant to Education Code Section 45256, positions in this classification have been deemed exempt from the Classified Service.