LEMON GROVE SCHOOL DISTRICT

CLASS TITLE: MICROCOMPUTER NETWORK ASSISTANT

DEFINITION:
Under the direction of an assigned supervisor, and in consultation with the Director of Information systems, provide specialized technical support services in local, wide, and Internet network environment throughout the district primarily in the Windows Platform.

TYPICAL DUTIES:
Provide on-site assistance to teachers, administrators, and staff in the distribution, installation and operation of computer systems for the purpose of maintaining a microcomputer network. (E)

Maintain, load, and configure educational software; isolate equipment malfunctions and run software diagnostic programs for the purpose of end user success and seamless integration. (E)

Assist with network and hardware set ups as requested, and report through proper channels to arrange for repairs for the purpose of maintaining efficient operation of the network. (E)

Inventory equipment and instructional materials and maintain accurate records for the purpose of equipment control. (E)

Perform necessary preventative maintenance on technology equipment for the purpose of maintenance and effective use of equipment. (E)

Perform other duties as assigned.

KNOWLEDGE OF:
Operation, maintenance and capabilities of personal computers and peripheral equipment.
Computer software usage and applications.
Correct keyboard techniques.
Data input and retrieval techniques.
Basic understanding of instructional methods and techniques.
Data communications and microcomputers software and hardware products.
Familiarity with network technologies.
Ethical handling practices for programs, and store information.
Routine record keeping.

ABILITY TO:
Verbalize and write effectively; instruct both individuals and groups.
Operate and maintain personal computers and related equipment.
Keep abreast of changing computer technology, hardware and software.
Provide multimedia support.
Understand and follow basic methods and procedures used in an instructional setting.
Train and assist staff in the operation of computer hardware and software.
Assist with hook up and operation of video broadcast systems.

EDUCATION AND EXPERIENCE:
Any combination of education, training and/or experience which demonstrates ability to perform the required duties. Graduation from high school and demonstrated knowledge of computer operation, supplemented by coursework in network technologies, electronics technology or related field. Familiarity with Windows is required.

ENVIRONMENT:
Office environment.

PHYSICAL DEMANDS:
Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information.
Seeing to view a computer monitor.
Lifting moderately heavy objects weighing up to 50 pounds.
Bending at the waist, kneeling or crouching.
Reaching overhead, above the shoulders and horizontally.