# OAK PARK UNIFIED SCHOOL DISTRICT
## CLASS TITLE: TECHNOLOGY ASSISTANT (COMPUTER TECH)

**DEFINITION:**
***This is a part time position, up to 3.75 hours per day (18.75 hrs/wk), school session (180 days)***
***Salary: Range 10 on the Classified Hourly Salary Schedule***

Under direction of an assigned supervisor, provide technical Help Desk and on-site support to district users and maintenance to district systems, hardware and software applications.

**EXAMPLES OF DUTIES**
The description of duties is not intended to be an exhaustive list of all duties, knowledge or abilities associated with this classification, but is intended to accurately reflect the principal job elements.
- Provide technical support to users and maintenance to various systems, hardware and software applications
- Install and maintain computer equipment throughout the district.
- Diagnose and solve user computer hardware and software issues.
- Provide technical assistance with OPUSD Help Desk to coordinate effective resolutions for user problem
- Travel to various sites to provide tech support
- Maintain records, update inventory and service database.
- Work cooperatively with Technology staff.
- Interface with vendor tech support when necessary
- Attend training as directed by supervisor.
- Perform related duties as assigned.

**EMPLOYMENT STANDARDS**

**Knowledge of:**
- Mac & Windows OS
- Various application suites for the Microsoft Windows and Mac environments.
- Networking concepts
- Record-keeping techniques
- Diagnostic techniques and protocols
- Inventory methods and practices

**Ability to:**
- Schedule and coordinate workload
- Work without direct supervision
- Meet commitments and due dates
- Work well under pressure
- Be punctual.
- Participate actively on project teams
- Understand LAN-related problems within area of expertise
- Troubleshoot hardware and software and provide Mac and PC support.

**Education and Experience:** Any combination of training and experience including graduation from high school supplemented by training in personal computer operation, experience with Mac and Windows OS, experience with troubleshooting and tech support.

**Licenses and other Requirements:** Valid California Driver's License must have personal vehicle to travel between school sites.

**WORKING CONDITIONS:**
**Environment:**
School computer lab/classroom/office environment.

**Physical Abilities:**
Dexterity of hands and fingers to operate computer keyboards and manipulate cabling and tools; sight to view monitors and read manuals; hearing and speaking to exchange information; lifting objects up to 60lbs; sitting, climbing, standing, bending stooping, squatting and crawling.