POSITION CLASS TITLE: **COMPUTER SERVICES ASSISTANT (SCHOOLS)**

JURISDICTIONAL CLASS: Competitive
CIVIL DIVISION: Schools
AUTHORIZATION: Oswego County Personnel Officer
   August 1994 (Revised 2/02, 3/16, 10/16, 8/19, 3/20)

POSITION CLASS DEFINITION:
Essential nature of work, degree of difficulty and responsibility.

This position exists in several school districts and involves responsibility for providing technical assistance in the operation of microcomputer laboratories or work stations in the respective district, and support services to assist the Director of Technology in the implementation of the District's Technology Plan.

The work differs from that of a programmer or computer operator in that the primary emphasis is on assisting students and rendering advice or technical assistance in computer operations.

The work is performed under the general supervision of the Director of Technology or designated employee. Supervision is not a function of this position. The incumbent does related work as required.

PRIMARY WORK ACTIVITIES:
Typical activities characteristic of the class.

-- Assists students in the usage of computers in the laboratory or on a district wide basis;
-- Assists teachers in the integration of computer associated instruction;
-- Previews new software and learns usage;
-- Distributes incoming software and maintains records of purchases;
-- Maintains inventories of software and hardware in the laboratory;
-- Arranges for generation of purchase order for hardware and software independently or under the direction of higher-level technology staff;
-- Installs software and program instructions;
-- Troubleshoots and diagnoses software and hardware problems, as needed, and forwards damaged equipment for repair;
-- Records all warranties and repairs, and arranges for software updates, as needed;
-- Assigns and oversees work stations and print stations within the district and ensures they are in working order;

Hannibal Schools:
-- Receives technology help requests via phone/email and enters them into QueCentre;
-- Maintains inventory of devices, equipment, and consumables;
-- Troubleshoots and assists with connectivity problems on district devices;
-- Maintains and adds user accounts.

APW Schools:
-- Maintains and adds user accounts.

Pulaski Schools:
-- Assists with functioning of Raptor software;
-- Receives technology support requests from students and staff and enters them into Help Desk.

COMPUTER SERVICES ASSISTANT (SCHOOLS) (2893)

KNOWLEDGE, SKILLS AND ABILITIES:
Summary of full performance level characteristics.

GOOD KNOWLEDGE OF: 194. use and operation of microcomputers, including management of local area networks; 108.office terminology, practices, and procedures;

ABILITY TO : 115. operate a personal computer and Local Area Network; 143. prepare and maintain records and reports; 4. advise and train others in microcomputer operation and software applications; 24.communicate clearly; 78. install and use purchased software; 49. develop and maintain effective working relationships; 67. follow oral and written instructions; 102. make minor repairs to microcomputer equipment; 107. manipulate an alphanumeric keyboard such as a typewriter, word processor or microcomputer; 208. understand and follow technical oral and written directions; 3.1. adapt purchased software to existing applications.

MINIMUM QUALIFICATIONS:
Education, specialized background, training and experience.

A.   Graduation from a regionally accredited or NYS registered college or university with an associate's degree in computer science, information resource management, or related field <u>and</u> one (1) year of experience in the training of individuals in the operation and use of microcomputers and related software; **OR**

B.   Graduation from high school or possession of an equivalency diploma <u>and</u> three (3) years of the experience described in "A" above; **OR**

C.   An equivalent combination of training and experience as defined by the limits of "A" and "B" above.

NOTE: A bachelor's degree including 30 credit hours in computer science, information resource management, or related field may be substituted for "A" and "B" above.