

MANHATTAN BEACH UNIFIED SCHOOL DISTRICT

TECHNOLOGY RESOURCE ASSISTANT

DEFINITION

Under supervision, to provide technical computer and telecommunications support for District-wide staff and faculty in utilizing technology in classrooms, computer labs, and school libraries; to have a high level of contact with all district staff; to have excellent communication skills; to work as a member of a team; to prioritize tasks; and to perform related work as required.

EXAMPLES OF DUTIES*

The tasks listed in this section are representative of duties assigned to positions in this class. This list is not intended to be an exhaustive list of all of the tasks assigned to positions in the class, and it is not expected that all of the tasks listed are necessarily assigned to all positions in the class.

- Provide technical computer dispatch and phone help desk support E
- Install, configure, and upgrade software, including virus software E
- Troubleshoot systems and diagnose computer workstation and network problems E
- Observe privacy act requirements in using and disseminating student and District personnel information E
- Adhere to defined guidelines when complying with requests to print and distribute labels and reports, and maintain accurate records of such requests E
- Schedule use of District technology equipment including maintaining and creating a log for equipment and materials moved from site to site, and to vendors. E
- Provide technical training through staff development workshops E
- Create, manage and update District websites and maintain District and staff webpages, including files and calendars E
- Maintain and update computer inventory, hardware materials, and software E
- Order parts for computers E
- Write directions to help staff and/or students understand new software programs E
- Prepare and package equipment/textbooks for shipping to manufacturer/publisher/vendor
- Update and maintain servers including entering private information for password access E
- Program phones for employee use of voicemail and making outside calls E
- Enter data in computer terminal
- Operate, service and maintain office equipment such as computer and printer, photocopier, facsimile machine, typewriter, scanner, laminator, chart maker, and other related office equipment E
- Open, sort, and distribute mail
- Inventory and distribute media materials such as articles, books, magazines, and videos E
- Order textbooks from a variety of publishers E

- Receive, stamp, and distribute textbooks, maps, and globes E
- Perform related work as required

***Task statements coded with the letter “E” are essential elements of positions in this class pursuant to the Americans with Disabilities Act, 1990.**

QUALIFICATIONS

Knowledge of:

- Variety of types of software and operating systems
- Methods and procedures of operating and maintaining computers and peripheral equipment
- Proper methods of storing equipment, materials, and supplies
- Inventory and record-keeping techniques
- Telephone techniques and etiquette
- Basic mathematics
- English usage and spelling
- Principles of training and providing work direction
- District organization, operations, policies, and objectives

Ability to:

- Understand, interpret, and explain departmental and district policies and procedures, guidelines, mandates, and options to staff
- Operate and maintain computers and peripheral equipment properly and efficiently
- Establish and maintain cooperative and effective working relationships with others
- Maintain records and prepare reports
- Prioritize and schedule work
- Analyze situations accurately and adopt an effective course of action
- Plan and organize work
- Service and make minor repairs on equipment
- Sort, classify, and compare information
- File materials in alphabetical, numeric, and subject order
- Speak tactfully and courteously with staff and public
- Understand and follow oral and written directions
- Analyze existing procedures and develop improvements for optimum use of technologies in the District

TRAINING AND EXPERIENCE

Any combination of training, education, and experience which demonstrates possession of the knowledge and abilities stated above, and the ability to perform the duties of the position. Possess a working knowledge and conceptual understanding of key software components such as word processing, spreadsheets, and database.

PHYSICAL ABILITIES AND WORKING CONDITIONS OF CONTINUED EMPLOYMENT

The Physical Abilities and Other Conditions of Continued Employment and the Associated Tasks listed in this section are representative of, but are not intended to provide an exhaustive list of abilities, conditions, and tasks which may be required of positions in this class. Manhattan Beach Unified School District encourages persons with disabilities who are interested in employment in this class and need reasonable accommodation of those disabilities to contact the Personnel Department for further information.

PHYSICAL DEMANDS	ASSOCIATED TASKS
<p>Vision: (which may be corrected) Read small print</p> <p>See small objects at a distance of 2 feet</p>	<p>To perform tasks such as to: Create and maintain files</p> <p>Read computer screen</p>
<p>Hearing: (which may be corrected) Understand speech over a telephone</p> <p>Cope with noisy conditions</p>	<p>To perform tasks such as to: Answer phones</p> <p>Work in a school office</p>
<p>Speech: Speak with a level of proficiency and volume to be understood over a telephone and in face-to-face public contacts</p>	<p>To perform tasks such as to: Answer questions and transmit information to students, staff, parents and others</p>
<p>Upper Body Mobility: Use hands and fingers to feel, grasp and manipulate small objects, manipulate fingers, twist and bend hands at wrist and elbow</p> <p>Turn, raise, and lower head</p> <p>Twist and bend at torso</p>	<p>To perform tasks such as to: Use a computer and/or typewriter to word process and enter data; to hand out and receive forms</p> <p>Look at work on desktop and computer</p> <p>Service public at counter; place paper in copy machine</p>
<p>Lower Body Mobility: Walk on even surfaces</p> <p>Stand or sit for prolonged periods of 2 hours</p>	<p>To perform tasks such as to: Retrieve paper and supplies</p> <p>Operate and maintain office equipment, bind and staple documents</p>
<p>Strength: Lift, push, pull and/or carry objects which weigh as much as 50 pounds on a frequent basis</p>	<p>To perform tasks such as to: File and retrieve student records, handle supplies and textbooks</p>

<p>Environmental Requirements: Constant work interruptions</p> <p>Work cooperatively with others</p> <p>Work inside</p>	<p>To perform tasks such as to: Answer telephone, serve students, staff and public; perform scheduled work</p> <p>Direct students; gain cooperation of staff and parents</p> <p>Perform clerical support in an office setting</p>
<p>Mental Requirements: Read, write, understand and apply routine information</p> <p>Copying</p> <p>Process information quickly and make quick decisions</p> <p>Decision-making</p> <p>Listen</p> <p>Write/compose</p>	<p>To perform tasks such as to: Read reference materials and instructions, compose simple bulletins and reports, and maintain records</p> <p>Transfer information to forms</p> <p>Handle student/staff emergencies properly</p> <p>Apply school policy and precedent appropriately</p> <p>Hear and be receptive to parent, staff and students problems and complaints</p> <p>Write informational bulletins and routine correspondence using good grammar and proper spelling and punctuation</p>

Other Conditions of Continued Employment:

- Demonstrate fluency and literacy in English
- Participate in employer mandated training and retraining programs
- Comply with rules and regulations of the Classified Service and provisions of labor agreement

Personnel Commission approved: 1.13.03

Board of Trustees adopted: 2.19.03