

## **UNION SCHOOL DISTRICT**

### **CLASS TITLE: SITE TECHNOLOGY SUPPORT SPECIALIST**

#### **BASIC FUNCTION:**

Under the direction of the Principal, perform a variety of technical and computer support duties in the maintenance and support of computer based instructional programs and online assessment, at an assigned school site; provide technical information and assistance in the operation of computers and use of computer programs, systems and equipment to students and staff.

#### **REPRESENTATIVE DUTIES:**

##### **ESSENTIAL DUTIES:**

Perform a variety of technical duties in the maintenance, and distribution of technology related instructional materials at an assigned school site.

Track and inventory site technology related equipment such as computers, laptops, mobile devices, printers, projectors etc.; work with the support of the District technology department to facilitate ordering software and hardware supplies.

Purge, dispose or surplus obsolete/damaged equipment and materials as needed and in accordance with District policies and procedures.

Download and/or install software as assigned by the District, principal or principal's designee.

Train staff and/or students in the use of technology equipment and/or software as necessary.

Troubleshoot and fix minor problems. Contact district technology support staff for problems when appropriate.

Provide technical assistance to students, faculty, staff and others in the selection, location and use of equipment; respond to inquiries and provide information and assistance concerning related practices, techniques, policies and procedures.

Process and receive media and instructional materials; prepare materials for introduction to the site; input related information into assigned computer system.

Assist students with researching instructional materials for classroom and research project use; and advise students in proper methods, practices and procedures for utilizing reference materials and systems.

Support District and Site efforts with regard to on-line assessments such as benchmarks and state assessments; serve as a liaison between the site and the District office technology and educational services departments.

Provide training and assistance to students concerning the operation of computers and related printers, peripherals, internet functions and software applications; explain related practices, procedures and techniques; answer questions, resolve issues and perform demonstrations as needed.

Input, scan and update student, circulation and various other data and information in an assigned computer system; utilize computers to extract and verify data and information; establish and maintain automated records and files; initiate queries and generate computerized reports.

Communicate with students, staff, faculty and various outside agencies to exchange information and resolve issues or concerns.

Operate a variety of office equipment including but not limited to a copier, laminator, fax machine, computer, document camera, projector, printer, scanner, and any other peripheral and assigned software; troubleshoot and resolve basic computer/technology issues; prepare and update backup computer data files as required.

Monitor and maintain acceptable student technology use in the computer lab if one is at the site.

Support student afterschool use of computers in a lab or classroom.

Coordinate and facilitate student support of technology with programs such as Mouse Squad.

Attend mandatory trainings as required by the position.

**OTHER DUTIES:**

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:****KNOWLEDGE OF:**

Filing, indexing and inventory procedures;  
Record-keeping and report preparation techniques;  
Reading levels, appropriate reference materials and systems and basic curriculum standards related to middle school students;  
Correct English usage, grammar, spelling, punctuation and vocabulary;  
Middle school library policies and objectives;  
Oral and written communication skills;  
Interpersonal skills using tact, patience and courtesy;  
Operation of computers, peripherals and assigned software;  
Modern office practices, procedures and equipment; and  
Mathematic calculations.

**ABILITY TO:**

Provide technical information and assistance to students and teachers concerning the research, selection, location ~~and use of library materials~~ and equipment;  
Monitor and maintain acceptable student behavior in the media center;  
Maintain a clean and safe environment;  
Operate a computer and assigned software;  
Respond to requests for ~~books~~, media and instructional materials;  
Maintain files and records and prepare reports;  
Type or input data at an acceptable rate of speed;  
Work independently with little direction;  
Complete work with many interruptions;  
Communicate effectively both orally and in writing;  
Establish and maintain cooperative and effective working relationships with others;  
Troubleshoot and communicate technology issues to appropriate Site and District staff;  
Problem solve and resolve technology issues with support if necessary;  
Model appropriate behavior around and interact appropriately with children; and

Maintain regular attendance.

**EDUCATION AND EXPERIENCE:**

Minimum requirement: graduation from high school with computer related experience and/or training.

Preference will be given to candidates who have:

Completed at least 2 years of study at an institution of higher education (college level)

OR

Obtained an associate's (or higher) degree

OR

Met (pass) an assessment that demonstrates knowledge of and the ability to perform basic computer functions, and English usage.

OR

Have three or more years doing technology support.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

School setting/media center environment

Constant interruptions.

**PHYSICAL DEMANDS:**

Visual ability to read handwritten or typed documents and instructions, and the display screen of various office equipment and machines;

Ability to conduct verbal conversation;

Hear normal range verbal conversation (approximately 60 decibels);

Sit, stand, stoop, kneel, bend and walk;

Sit for sustained periods of time;

Kneel or squat for extended periods of time;

Climb slopes, stairs, steps, ramps and step ladders;

Push and/or pull a variety of tools and equipment weighing up to 50 or more pounds;

Lift and or carry up to 10 or more pounds frequently;

Lift and or carry up to 20 or more pounds occasionally;

Lift and or carry up to 30 or more pounds infrequently;

Exhibit full range of motion for shoulder external rotation and internal rotation, shoulder abduction and adduction, elbow flexion and extension, shoulder extension and flexion, back lateral flexion, hip flexion and extension and knee flexion; and

Demonstrate manual dexterity necessary to operate a computer and other classroom and office equipment in a safe and effective manner.

\*Library/Media Center refers to a library, a media center, a computer lab or any combination of these.

**Disaster Service Worker**

*CA Government Code 3100.* It is hereby declared that the protection of the health and safety and preservation of the lives and property of the people of the state from the effects of natural, manmade, or war-caused emergencies which result in conditions of disaster or in extreme peril to life, property, and resources is of paramount state importance requiring the responsible efforts of public and private agencies and individual citizens. In furtherance of the exercise of the police power of the state in protection of its citizens and resources, all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law.

*Board approved 10/14/2013*  
*CSEA 610 approval 10/15/2013*