

MADISON COUNTY SCHOOLS
Job Description

CLASS TITLE: TECHNOLOGY ASSISTANT

REPORTS TO: Director of Technology

EXEMPT STATUS: Non-Exempt

APPROVED: January 14, 2016- Order #2016-1720

BASIC FUNCTION:

Install and configure various software applications on Local Area Networks (LANs) and microcomputers for instructional and administrative purposes; respond to user requests for assistance and malfunction correction and provide technical support; troubleshoot and repair basic system malfunctions and maintain system operation; design microcomputer programs to enhance LAN system operation.

REPRESENTATIVE DUTIES:

- Install and configure various software applications on Local Area Networks (LANs) and microcomputers for instructional and administrative purposes; research software to determine hardware and configuration requirements to assure system compatibility.
- Study software manuals to learn installation procedures and basic application functions; test applications following installation to assure proper operation; orient and demonstrate users to new software.
- Interact with District network users to determine system needs and to assure integrity of LANs; assure proper connectivity interfaces with microcomputers and the mainframe.
- Respond to user requests for assistance and malfunction correction; provide technical information and assistance by phone or by visiting District sites; research software manuals and contact software and hardware manufacturers for information and assistance; explain and demonstrate source of error to user to avoid repeated malfunction.
- Reconfigure and upgrade software as appropriate; perform repairs or refer hardware repairs to appropriate technical electronics personnel.
- Provide individual and group training in software application operation as needed, including report generation, query use, word processing and desktop publishing; provide technical training to District users in hardware and software malfunction diagnosis and correction.
- Assist skilled systems programming personnel with programming and maintenance of systems networks; design and write programs of moderate difficulty for the proper interaction between multi-system hardware and software applications.
- Prepare and maintain a variety of logs and records, including software and hardware inventories.
- Maintain regular attendance.
- Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Advanced DOS commands and general principles of C, Pascal and BASIC.
- Various LAN operating systems.

- Various software applications including word processing, spreadsheets, database management, telecommunications and graphics programs.
- Basic principles and techniques of computer programming with languages used by the District.
- Principles of data communications and computer operations and capabilities.
- System utilities and design and program applications.
- Principles of data management, organization and flow.
- Technical aspects of LAN maintenance, operation and programming.
- Capabilities of the District's operating systems.
- Data file organization, structure and access methodology.

ABILITY TO:

- Install and configure various software applications on Local Area Networks (LANs) and microcomputers for instructional and administrative purposes.
- Respond to user requests for assistance and malfunction correction and provide technical support.
- Troubleshoot and repair basic system malfunctions and maintain system operation.
- Design microcomputer programs to enhance LAN system operation.
- Operate LANs, microcomputers and peripheral equipment.
- Assist and train users possessing varying degrees of skill in using LANs and related software.
- Prepare and write computer programs of moderate difficulty and maintain job control language and system documentation.
- Communicate effectively both orally and in writing.
- Read, interpret and apply detailed and technical written and oral instructions.
- Plan and organize work.
- Understand and follow oral and written directions.
- Establish and maintain cooperative and effective working relationships with others.
- Meet schedules and time lines.
- Lift heavy objects.

PHYSICAL DEMANDS

- Work is performed while standing, sitting and/or walking
- Requires the ability to communicate effectively using speech, vision and hearing
- Requires the use of hands for simple grasping and fine manipulations
- Requires bending, squatting, crawling, climbing, reaching
- Requires the ability to lift, carry, push or pull light weights

Reasonable accommodation may be made to enable a person with a disability to perform the essential functions of the job.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Associate degree in Computer Information Science or related field and two years experience in computer programming or microcomputer technical support.