PLACENTIA-YORBA LINDA UNIFIED SCHOOL DISTRICT
CLASSIFIED JOB DESCRIPTION

## TECHNOLOGY SERVICES ASSISTANT

### DEFINITION
Under general supervision of the Director of Technology Services, assists in the installation, maintenance, repair, and support of educational technology including all software, peripherals and computer equipment.

### DISTINGUISHING CHARACTERISTICS
The Technology Services Assistant is distinguished by its less complex computer and technology repair and maintenance work than the work performed by the position of Technology Services Technician.

### EXAMPLES OF DUTIES
Travels to District/school sites to provide technical support, user training, and assistance for multi-platform computers, multimedia and peripheral equipment. Troubleshoots equipment problems, installs equipment and upgrades existing hardware and software. Performs minor technical repair and maintenance of desktop, multimedia, and laptop hardware, software and related equipment. Installs, configures, tests, upgrades, troubleshoots, diagnoses, restores, rebuilds, and maintains hardware and software.  Diagnoses and resolves problems and malfunctions utilizing diagnostic software and equipment. Instruct users in the basic use of installed software and in methods for resolving routine/minor hardware and software problems; answers technical questions and diagnoses hardware/software problems face-to-face, by telephone, or via remote control software.

### QAULIFICATIONS
### Knowledge and Abilities:
Methods, tools, and equipment used in the installation and service of hardware and software.  Windows and Macintosh computer operation systems.  Basic industry standard networking principles. Install computers, printers and other peripheral devices. Install and test software and hardware. Demonstrate good interpersonal skills to work with students, teachers, administrators, supervisors, and co-workers. Learn new skills to keep current with technology changes.  Instruct in the use and care of computer technology and software.  Understand and carry out oral and written instructions.

### Experience and Training Guidelines:
Experience
Some work experience in software and hardware maintenance and operations and basic network administration.
Training
Equivalent to completion of the 12th grade or recognized equivalent.

### Licenses and Certification:
Valid California Drivers License.

Reviewed & agreed to by:

Incumbent _____ Date_____