

COMPUTER SUPPORT ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: This is entry level technical work that involves assisting with troubleshooting and performing repairs on computers, printers and network devices in a school district or county department. Responsibilities include providing assistance in operations and maintenance support activities for a large user community. Incumbents are trained to respond to helpdesk requests, troubleshoot technical issues and repair computers and peripheral equipment. This position involves considerable contact and interaction with administrators and officials, staff, and (in a school district) students. Training will be provided so that incumbents learn to offer first level technical support to users, and to perform ongoing maintenance and upgrade of virus software, user-data backups, malware and spam protection. Incumbents may also assist with website/internet programs, and/or providing support for unique applications such as weather stations, TV broadcast equipment, and AV equipment. Work is performed under direct supervision of a higher level IT employee. Supervision is not a responsibility of this position. Performs related duties as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Assists in the support and maintenance of computers, servers, peripherals, network devices and other computer hardware;
Assists in the installation, configuration, and maintenance of desktop and laptop computer operating systems, drivers and application software;
Assist with monitoring/maintenance of various installed networks;
Assists with the diagnosis, troubleshooting, and if possible, repair of computer problems relating to software packages, basic hardware issues, security and password problems;
Provides first level user support for routine questions and problems involving computer hardware, connectivity, software and peripheral equipment associated with the computer system or refers such questions to the appropriate person;
Assists with maintenance of accurate records and logs of system errors, end-user problems and/or user Helpdesk calls and relays information to technical supervisor when appropriate;
Assists with support of school- or department-specific applications such as weather stations, instructional

technology, training technology, audio-visual equipment, computer laboratories, website maintenance, etc.;

May assist with maintaining websites and web pages using HTML, web utilities, graphics, database, word-processing, and/or web design software;

May work with network personnel on hardware/software issues affecting websites;

Performs a variety of related duties as required.

Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear above are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.

FULL PERFORMANCE KNOWLEDGES, SKILLS ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of principles and practices of computer system (software and hardware) operations, analysis and troubleshooting computers, servers, printers and network devices; good technical aptitude and ability stay current with changes in technology; ability to install, configure, maintain, repair and upgrade a variety of computer hardware and software, including operating systems, drivers and related software for peripheral components, etc.; ability to understand and follow oral and written instructions; ability to establish and maintain effective working relationships.

MINIMUM QUALIFICATIONS: Either

- a) Associate's degree or higher and six (6) months of experience working with computer software/hardware applications and/or analysis; or
- b) Graduation from high school or possession of a comparable diploma and one (1) year of experience working with computer software/hardware applications and/or analysis; or
- c) Three (3) years of experience working with computer software/hardware applications and/or analysis; or
- d) An equivalent combination of training and experience as indicated in (a), (b) and (c) above.