

COMPUTER AIDE

DISTINGUISHING FEATURES OF THE CLASS: Work involves responsibility for aiding teachers, other school staff and students in the use of computers and software for educational remedial and enrichment purposes, as well as responsibilities relating to data and records management. Duties include installation, configuration and maintenance of computer hardware and software. Considerable contact and interaction with school administrators, teachers, other school personnel and students is involved. Incumbent provides first-line technical support and basic training to system users in groups or one-on-one, as well as providing software demonstration and support to teachers and students in computer laboratory setting. Incumbent may also work with teaching personnel to preview/recommend new software in conjunction program and curricula development. May assist in data and records processing, management, and reporting. Work is performed under general supervision of school teachers and administrators. Supervision of other employees is not a responsibility. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Instructs, demonstrates or trains staff and/or students in the proper use of hardware and software, either on a one-to-one or group basis;

Provides user support and training, on group or one-on-one basis, for questions and problems involving computer hardware, connectivity, software and peripheral equipment associated with the computer system or refers such questions to the appropriate person;

Works closely with teachers to identify areas where computer assisted instruction (CAI) can be incorporated within their curriculum, including the selection of software appropriate to curricula, programs and/or students' individual needs;

Advises teachers regularly regarding new software acquisitions and possible applications to curricula, programs and/or students' individual needs;

Schedules and maintains logs and records of student activities in the computer laboratory;

Maintains software library inventory catalog system;

Assists in installing, configuring, maintaining and updating computers and computer software;

Assists in monitoring and maintaining the integrity 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;

May support school-specific computer-related applications such as computer laboratories, weather stations, instructional

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technology department, audio-visual program, website maintenance, etc.;

May assist in evaluating hardware and/or software applications by reading documentation, testing, and/or demonstrating to determine appropriateness of technology to meet user/instructional requirements and/or needs;

May assist in data and records processing, management, and reporting;

Performs a variety of related activities 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: Working knowledge of principles and practices of computer system (software, hardware, and peripheral devices) operations, analysis and troubleshooting; working knowledge of school administrative procedures; good technical aptitude and ability stay current with changes in technology; ability to effectively instruct others in the use of the computers and software; ability to analyze software in order to assist in determining applicability to school needs; ability to understand and follow oral and written instructions; ability to establish and maintain effective working relationships with both staff and students.

MINIMUM QUALIFICATIONS: Either

- a) Graduation from high school or possession of a comparable diploma and one (1) year of work experience which included computer operations or data processing; or
- b) Three (3) years of work experience which included computer operations or data processing; or
- c) An equivalent combination of education and experience as described in a) and b) above.

ADDITIONAL NOTE: In the event enough qualified candidates with appropriate experience cannot be recruited, a candidate lacking up to one (1) year of the required experience may be appointed as a TRAINEE. Such candidate must possess at least a high school or comparable diploma.