MESA UNION SCHOOL DISTRICT

CLASS TITLE: COMPUTER RESOURCES TECHNICIAN

BASIC FUNCTION:

Under the general direction of the Principal, provide users instructional assistance and support to individuals or groups; install, troubleshoot and maintain software and programs on a networked file server; respond to questions and assist students, teachers and staff with software and network programs and computer equipment.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:
Provide instructional assistance and support to teachers, individuals or groups of students using computer equipment and software in the CRC or site classrooms; explain and demonstrate theories and principles of computerized learning activities.

Confer with teachers to coordinate lessons and support classroom work; recommend proper instructional materials for appropriate subject and grade levels; prepare instructional materials and learning activities.

Operate, adjust and maintain a variety of computers and peripheral equipment; prepare equipment for student and staff use; install software and assure proper performance; coordinate daily use of computer laboratory; schedule the use of the computer lab.

Troubleshoot computers and peripheral equipment; advise appropriate staff of needed repairs; make necessary repairs and replace components; run diagnostic programs according to established time lines; identify and resolve network, hardware and software problems; coordinate outsourced technical support for network and software problems as needed.

Research, preview and make recommendations concerning the purchase of new equipment and software; complete and submit requisitions for software, hardware and peripheral equipment; track expenditures, inventory, licenses, and manuals.

Provide instructional support to students and staff regarding the installation and use of selected software and hardware; instruct staff and students in the proper use and care of digital imagery, scanners, printers, and other peripheral equipment.

Maintain the Computer Systems in condition; store, assure the security of the systems; maintain, distribute and account for inventory of hardware, software, and related instructional materials.

Assign and monitor print queues and other file server operations; maintain hardware, software, and the Local Area Network (LAN) in proper working condition; configure servers; move computer equipment as necessary.
Prepare and maintain a variety of records and routine reports related to assigned activities; prepare minutes and agendas and Board reports as assigned.

Participate in a variety of other technology related activities including fund-raising, inventory, web site development, updating software, and others as directed.

Attend a variety of meetings as assigned; participate on assigned committees.

OTHER DUTIES:
Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Installation, operation, adjustment and maintenance of computers, software applications and peripheral equipment.
Hardware and software configuration and troubleshooting.
General computer network operations.
Basic instructional and reinforcement methods and techniques.
Computer Systems procedures and appropriate student conduct.
Basic subjects taught in schools, including arithmetic, grammar, spelling, language, and reading.
Requirements of maintaining a computer lab in a safe, clean and orderly condition.
Interpersonal skills using tact, patience and courtesy.
Correct English usage, grammar, spelling, punctuation and vocabulary.
Oral and written communication skills.

ABILITY TO:
Operate and demonstrate the use of a variety of computers, software applications and peripheral equipment.
Troubleshoot and repair computer problems including networks, hardware and software.
Provide training and assistance to students and staff concerning the operation of computers and related peripheral equipment.
Coordinate and schedule use of computer lab.
Communicate effectively both orally and in writing.
Review and recommend proper instructional materials for appropriate subject and grade levels.
Establish and maintain cooperative and effective working relationships with others.
Observe and control student behavior according to approved policies and procedures.
Meet schedules and time lines.
Plan and organize work
Maintain the systems in a clean and orderly condition.
Work collaboratively with a school staff and students

Board Approved 8/15/06

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by specialized training in computer science or a related field and two years of experience in the installation, maintenance and repair of computer systems, software applications and peripheral equipment.

WORKING CONDITIONS:

ENVIRONMENT:
Computer lab, classrooms environment, and all computer systems.

PHYSICAL DEMANDS:
Dexterity of hands and fingers to operate a computer keyboard and peripheral equipment.
Hearing and speaking to exchange information.
Seeing to view a computer monitor.
Sitting or standing for extended periods of time.
Bending at the waist, kneeling or crouching to assist students and to install computers and peripheral equipment.
Lifting, carrying, pushing or pulling moderately heavy objects.