
CLASS TITLE: COMPUTER NETWORK ASSISTANT 8421

CLASS CODE: 8421

APPOINTING AUTHORITY:

DEPARTMENT:

DIVISION:

FLSA STATUS: NE

DATE: May 10, 2000

JOB SUMMARY:

Maintains a school site instructional computer environment including responsibility for the proper operation of a Local Area Network (LAN). Troubleshoots and performs minor maintenance on multi-platform, multi-vendor computer systems. Identifies and rectifies computer system problems or failures. The incumbent installs software, software updates, hardware, and peripheral equipment and ensures the operability of applications. Incumbents perform various tasks designed to ensure effective and efficient system operation. Incumbents have direct access to the system and support a variety of applications independently. Provides support in other functional program areas as requested or assigned. Work is performed under the general supervision of the school principal and is reviewed through observation, conferences, and reports.

ESSENTIAL JOB FUNCTIONS:

Assists individuals and groups in the use of instructional software and hardware

Maintains LAN hardware, software, and peripheral equipment.

Assists in setting up, installing, and ensuring the operability of computer equipment, cabling, hardware, software, and other instructional support equipment.

Checks daily the operational capabilities of computer and LAN hardware, software, and other instructional equipment within the school; performs maintenance on software and hardware as needed.

Assists with programming school applications within existing software packages to ensure integrated and compatible operations

Identifies and resolves the causes of minor system failures or malfunctions, coordinates efforts to restore the system, and/or obtains the services of district technical support staff to service equipment

Reports problems with hardware and software to the appropriate vendor or district computer repair personnel and coordinates system repair service.

Installs software updates or coordinates installation of updates provided by vendors.

Maintains basic logs and records of work performed.

Attends district staff development programs as well as other appropriate workshops and seminars that address the technical skills and knowledge necessary to fulfill the responsibilities of this position.

May perform a wide variety of clerical or other duties in support of a school's various technical areas

Performs other duties as required

MATERIAL AND EQUIPMENT USED:

Computer Network Equipment

Classroom Computer and Peripheral Equipment

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

High school diploma or equivalent

One year of experience configuring information systems, installing software, maintaining and troubleshooting hardware, and maintaining service to users.

Any combination of education, training, and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job

Special Requirement:

May require a Florida Abuse Registry check, a criminal background check, and/or fingerprinting.

Licenses and Certifications:

May require the possession of or ability to obtain a Florida Operator's License upon offer of employment

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Applicable operating environments, commands, and processes, including initialization, backup, troubleshooting, and restoration procedures.

Requirements and procedures for setup and minor maintenance of computer peripherals

Techniques for troubleshooting basic computer problems and rectifying equipment or software failures.

Computer principles, techniques, procedures, software applications, and technical vocabulary related to school functions

Familiarity with LAN hardware and applications utilized in a school's instructional computer environment.

Analyzing, documenting, and explaining program failures to technical/support staff to ensure that system problems may be rectified in a timely manner

The use of standard office machines, computers, and classroom equipment/materials.

The use of specified computer applications related to the work

Record keeping practices and principles.

Skill in:

Troubleshooting routine hardware, software, and operating system failures

Initializing and operating the computer system and peripheral equipment

Understanding technical data related to the work.

Conferring with users and technical support to troubleshoot and resolve processing problems.

Organizing and prioritizing work and meeting critical deadlines

Safely using hand tools related to the minor maintenance of peripheral equipment.

Explaining system failures to technical support staff and coordinating efforts to restore the system

Establishing and maintaining effective working relationships with those contacted through the work

General office practices and clerical skills

Mental & Physical Abilities:

Make independent decisions or act with limited or general supervision.

Maintain accurate logs and records and write reports.

Establish and maintain effective working relationships

Read and interpret documents such as safety rules, operation and maintenance instructions, procedure manuals, etc

Operate a variety of computers, peripheral equipment, and system applications.

Apply common sense understanding to carry out instructions and assignments.

While performing the essential functions of this job the employee is regularly required to use hands to finger, handle, or feel, reach with hands and arms, use standard office equipment, remain seated and maintain concentration for an extended period of time, lift and/or move up to 50 pounds, read printed materials and a computer screen, and communicate in person and over the telephone. Specific vision abilities required by this job include: close vision, ability to discriminate between colors, and ability to adjust focus.

Working Conditions:

While performing the essential functions of this job the employee may be required to work beyond normal working hours or may be called back in emergency situations

The incumbent's working conditions are typically moderately quiet

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible. The "FLSA Status" is provided as a guideline only. Determination of the FLSA Status requires evaluation of the individual position by the employer in accordance with definitions under the Fair Labor Standards Act.