

TEMPORARY COMPUTER TECHNICAL ASSISTANT SUBSTITUTE

Hiring process may utilize videoconference to maintain social distance guidelines related to COVID-19.

This position involves responsibility for assisting in the installation, maintenance and minor repair of a small computer network system and assisting users in its operation. In addition to computer responsibilities, incumbents may be assigned account keeping, general clerical or similar work. The work is performed under general supervision.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Installs and maintains the hardware and operating software for micro-computers;
- Trains personnel in the use of computer hardware including printer setup and operations, and uploading and downloading of files from and to the mainframe;
- Assists in the in-service training of personnel in the use of electronic office software and administrative applications;
- Reviews computer inputs/outputs with operating personnel to determine problems, examine context and to maximize utilization;
- Coordinates and logs hardware related problems and resolves them with the computer vendor to ensure ongoing computer reliability;
- Coordinates the resolution or resolves problems associated with hardware, software, training and production;
- Acts as a liaison between supervisor and users to ensure timely implementation of hardware, software, communications, training, etc.;
- Installs and maintains infrastructure wiring and hardware.;
- Assists with operations of computer, audio and display systems.;
- Physical duties that may include the ability to climb and work from ladders, pulling network cable, hanging and maintaining smart boards and other electronic equipment.

The above examples of duties are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of the use and operation of an electronic computer and

related peripheral equipment; Working knowledge of office terminology and procedures; Ability to adapt purchased software to existing applications; Ability to manually manipulate alpha-numeric keyboard; Ability to operate a computer; Ability to understand and follow oral and written instructions; Ability to instruct others in the use and adaptability of purchased software to financial and statistical record keeping; Accuracy; Physical condition commensurate with the demands of the position.