

INSTRUCTIONAL TECHNOLOGY SUPPORT ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS:

This is a technical position in a large school district which involves responsibility for assisting users in resolving problems with existing distance learning audio-visual based instructional equipment as well as LAN related personal computers, file servers, software, appropriate cabling, and other related equipment. The incumbent coordinates the use of facilities and classrooms for distance learning activities and schedules classroom facilitators when necessary. Scheduling of work priorities is determined jointly on the basis of user need and departmental workload. Work is performed under the general supervision of a higher-level administrative employee. Supervision is exercised over the work of classroom facilitators.

TYPICAL WORK ACTIVITIES:

1. Provides technical support to all users of distance learning, i.e. teachers, staff, and facilitators;
2. Troubleshoots network problems and performs necessary corrections and/or contacts hardware manufacturers for warranty related repairs;
3. Coordinates problem solving efforts regarding terminals and data communication lines with vendors and system users;
4. Assists teachers and other users throughout the district in solving small hardware/software problems and/or recommends a strategy to solve these problems;
5. Instructs staff how to use satellite network television;
6. Schedules, trains, and assists Distance Learning Classroom Facilitators;
7. Schedules facilities and classrooms for programs;
8. Keeps records and makes reports;
9. Resolves scheduling conflicts as they occur;
10. Does related duties as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the current principles, practices, methods, capabilities, and techniques of high speed electronic data processing; good knowledge of user needs and problems; good knowledge of the operation of computers and peripheral equipment; good knowledge of the components of telecommunication equipment; ability to successfully handle unexpected problems and conflicts concerning schedules; ability to establish and maintain effective working relationships with a wide variety of users; ability to understand and carry out complex and oral and written instructions; ability to communicate effectively both orally and in writing; ability to plan the work of others; initiative; resourcefulness; tact and courtesy; good judgment; physical condition commensurate with the demands of the position.

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MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma and:

- EITHER: (A) Graduation from a regionally accredited or New York State recognized two-year college or technical institute with an Associate's Degree in data processing or a related field;
- OR: (B) Two years of full time work experience providing technical instructional media services;
- OR: (C) An equivalent combination of training and experience as indicated in (A) and (B) above.

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ADOPTED: 01/11/96