

COMPUTER AIDE (School Districts)

DISTINGUISHING FEATURES OF THE CLASS:

These duties involve independent installation, relocation and cleaning of various computer hardware, installation of software and software updates to existing computers, and performance of clerical functions associated with the technology department. Supervision is not a function of the class. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Assists computer services department personnel in installing, maintaining and updating computer software, hardware and AN equipment.

Answers help desk phone calls & Emails, maintains log of requests and routes to appropriate person. Performs various clerical functions related to computer services department. May learn software installation and troubleshooting of hardware and software.

Transports, relocates, arranges and sets-up printers, computers, monitors and other technology equipment throughout the district;

Installs various computer hardware, cleans keyboards and monitors, and checks power and lead cords;

Installs summer software updates which might include but is not limited to uninstalling printers, drivers, and software as directed;

Physical inventory of equipment with data entry of such inventory.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

Working knowledge of the care, repair, cleaning and storage of various computer equipment; knowledge of office terminology, procedures, and equipment; working knowledge in the use of micro-computers and related peripheral equipment; ability to make minor adjustments to computers and related peripheral equipment; ability to organize and maintain accurate records and/or files; ability to communicate effectively both orally and in writing; ability to understand and follow oral and written directions; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an appropriate equivalency diploma recognized by the NYS Department of Education, **AND:**

At least one (1) year of full-time, or its part-time equivalent, paid work experience in general computer/network principles and practices.

Jurisdiction Class: Competitive
Civil Division: School District
Adoption by PO: 6/9/2011
Revised by PO: 6/10/2015

