



LOWELL JOINT SCHOOL DISTRICT

SYSTEMS AIDE

Classified Salary Schedule
Range 17

JOB SUMMARY:

Under the supervision of the Director of Technology, the Systems Aide provides technical support to site staff and students, assists in the installation, maintenance, and repair of systems including computer hardware, software, and peripherals, and keeps detailed information of work performed on a daily basis.

ESSENTIAL FUNCTIONS:

The duties listed below are intended only as illustrations of the various types of work that may be 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 class.

- Provide technical support to staff and students.
- Perform regular software updates for computers and mobile devices not performed by other staff or students.
- Assist staff and students with preparation and maintenance of educational technology and student information systems.
- Operate a vehicle to pick-up, deliver, install, and maintain technology-related equipment at all District locations.
- Maintain database of service calls and fixed assets.
- Perform other related duties as assigned.

QUALIFICATION GUIDELINES:

Knowledge of:

- Basic principles and procedures of computer systems, peripherals, and office equipment.
- Current Windows, Google, or Apple operating systems.
- Office applications used for word processing, spreadsheets, databases, and presentations.
- Trends in personal computer hardware and software products, and peripherals.

Ability to:

- Identify, evaluate, and solve basic technical problems.
- Read, interpret, and apply complex technical publications, manuals and other documents.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain cooperative and effective working relationships with others.
- Establish and maintain effective record keeping procedures.
- Lift and move equipment weighing up to 65 pounds.

Education/Training/Experience:

Equivalent to completion of high school or General Education Diploma (GED). Additional college level coursework in Information Systems and/or computer operation highly desirable.

Two or more years of increasingly responsible customer support. Experience working with children in a classroom setting can be substituted for one year of customer support experience.

Licenses/Certificates/Special Requirements:

A valid California Driver's License and the ability to maintain insurability under the District's Vehicle Insurance Policy.

PHYSICAL STANDARDS AND WORKING CONDITIONS:

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands:

Physical demands of this position include sitting or standing for extended periods of time, regularly required to use hands and fingers to handle and operate objects, tools, or controls and reach with hands and arms. The employee is required to frequently walk, stand, stoop or kneel, bend at the waist and reach above the shoulders. Lifting, pushing, pulling or carrying objects typically weighing up to 65 pounds may be required. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands:

Employee must be able to use written and oral communication skills; read and interpret data, information and documents; interpret policies and procedures; work under deadlines with interruptions; and interact with District staff, students, and the general public.

Work Environment:

Employees work in both office and school settings, and may work without direct and/or constant supervision. Employees will frequently drive to District sites to conduct work. Noise level in the work environment is usually moderate.

The information contained in the physical standards description is for compliance with ADA and is not an exhaustive list of duties performed. Individuals who hold this position may perform additional duties and additional duties may be assigned.

WORK PERIOD:

11 months per year, 5 days per week, 3.75 hours per day