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 ACTIVITES:

Typical work activities for incumbents in this title include those listed below in addition to those work activities performed by lower level support titles. They are indicative of the level and types of activities performed by incumbents in this title. They are not meant to be all inclusive and do not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

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.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:

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 opposition.

MINIMUM QUALIFICATIONS:

EITHER: (A)   Associate's degree in Information Technology, Computer Science, or a closely related field;

OR: (B)   Associate's degree and one (1) year of full time work experience providing technical instructional media services;

OR: (C)   Graduation from high school or possession of a high school equivalency diploma and three (3) years of full time work experience providing technical instructional media services;

OR: (D)   An equivalent combination of training and experience between the limits of (A) and (C) above.

NOTE: Your degree or college credit must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.