

COMPUTER LAB AIDE

DISTINGUISHING FEATURES OF THE CLASS: This is technical work that involves responsibility for performing a variety of non-instructional support tasks to assist students and teachers with computer use and programs. An incumbent functions in a non-instructional capacity to set up labs, observe student performance and adjust programs to meet the needs of users. This position also involves responsibility for maintaining existing computer systems and applications software in the computer lab and other computers in a school district building. The work is performed under the general supervision of a higher-level administrator with leeway allowed for the use of independent judgment in carrying out the details of the work. Does related work as required.

TYPICAL WORK ACTIVITIES:

Sets up computer lab equipment, ensures that the lab is clean and organized, and checks that the equipment is in proper working order;
Assists students and teachers in the use of computers and related peripheral equipment, accessing and using software applications, printing documents, connecting to network resources, and other tasks as needed;
Monitors computer usage and enforces computer lab policies and procedures;
Confers with school personnel concerning the lab's use and needs and provides technical assistance and procedural advice on the computer system operations including software and hardware troubleshooting or other system issues;
Performs the installation, maintenance, repair and replacement of equipment and parts including but not limited to customization of equipment and software and hardware upgrades;
Maintains records (e.g., attendance logs, usage logs and equipment inventories) and prepares reports;
Assists in training new personnel in computer operations;
Performs routine cleaning and maintenance of assigned equipment;
Assists with the maintenance and inventory of computer lab equipment and supplies;
May diagnose and resolve user problems related to computer hardware, software, networks and peripheral equipment and refers difficult problems or questions to appropriate resource or individual.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the use and operation of a computer and related peripheral equipment; working knowledge of basic computer language; working knowledge of standard system software (e.g., Microsoft Windows and Google operating systems, Office 365 applications, etc.); working knowledge of office terminology and procedures; ability to provide technical support to computer users; ability to maintain inventory and maintenance records; ability to understand and follow oral and written instructions; ability to establish good working relationships with students, teachers and others; ability to evaluate student progress and modify programs to meet their needs.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma and:

1. One (1) year of work experience that included troubleshooting, repairing or installing computers or related peripheral equipment as a major function of the work (major function of the work is defined as 50% or more of the day-to-day work experience); or

(over)

2. Completion of twelve (12) college credits in Computer Science, Information Technology, Management Information Systems or comparable curriculum.

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Competitive

02.25.2025 New York State Civil Service approved Non-competitive title in the NY HELPS Program.