

Student Information Technology Worker

Purpose

The job of Student Information Technology Worker is done for the purpose/s of assisting professional IT staff with basic level IT work, as assigned, by providing computer hardware, software and technical support in various departments and computer labs.

This job is distinguished from similar jobs by the following characteristics: This is a temporary position designed for current Natrona County School District high school students who meet academic eligibility requirements as described in Administrative Regulation 5300. This job reports to Supervisor - IT Support.

Essential Functions

- Assists with maintenance of IT standards and documentation, as assigned, for the purpose of learning technology standards and supporting IT staff.
- Assists with help desk calls, scheduling, and work orders for the purpose of learning from and supporting IT Support Technicians in meeting customer needs and department objectives.
- Performs field work at district sites, as assigned, for the purpose of providing customer service and meeting department needs.
- Performs a variety of IT support work under the guidance of IT staff (e.g. inventories of equipment and software; computer imaging, staging, and installation; setting up video conferencing sessions, etc.) for the purpose of learning from and supporting IT staff in meeting department objectives.
- Provides end-user support, under the guidance of IT staff, for the purpose of preventing customer service delays for basic technical issues.

Other Functions

- Performs other duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple tasks using existing skills. Specific skill based competencies required to satisfactorily perform the functions of the job include: Basic technical and analytical skills; aptitude to learn technology; troubleshoot and resolve hardware and software problems and operate standard office equipment including a computer and assigned software.

KNOWLEDGE is required to perform basic math; read and follow instructions; and understand written and oral instructions. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: keen interest in computer-based information systems and technology; knowledge of proper procedures and safety standards for lifting and handling heavy materials; appropriate use of English grammar, spelling, punctuation, and vocabulary; awareness of PC hardware components, desktop operating system software, and application software.

ABILITY is required to schedule activities; collate data; and use basic, job-related equipment. Flexibility is required to work with data utilizing specific, defined processes; and operate equipment using standardized methods. Ability is also required to work with others; work with specific, job-related data; and utilize specific, job-related equipment. Problem solving with data requires following prescribed guidelines; and problem solving with equipment is limited. Specific ability based competencies required to satisfactorily perform the functions of the job include: communicate effectively in English, both verbally and in writing; ability to follow work orders, verbal, and written instructions; ability to understand technical documentation and how to apply technical resources; establish and maintain cooperative and effective working relationships with others; meet schedules and time lines; and maintain confidentiality of sensitive and privileged information.

Responsibility

Responsibilities include: working with immediate supervision; providing information and/or advising others; and operating within a defined budget.

Work Environment

The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling, frequent stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 70% sitting, 20% walking, and 10% standing. This job is performed in a generally clean and healthy environment.

Experience: Job related experience is not required.

Education: No specific education level is required.

Equivalency: Must be a current NCSD high school student who meets the academic eligibility requirements as described in Administrative Regulation 5300. Must have transportation to and from work.

Required Testing

Continuing Educ. / Training

Maintain requirements for students outlined in Administrative Regulation 5300.

Certificates and Licenses

Driver's License & Evidence of Insurability

Clearances

Criminal Justice Fingerprint/Background Clearance

FLSA Status

Non Exempt

Approval Date

6/2/2015

Salary Grade

Summer/Temporary-Grade B