INSTRUCTIONAL COMPUTER TECHNICIAN
(Albany School District)

DISTINGUISHING FEATURES OF THE CLASS: This position assists the City School District's Technology Department in activities relating to the use of personal computers for instructional purposes. The incumbent supports instructional computing operations including applications and courseware in-service training to faculty members, maintenance of software, installation of new equipment, technical support and troubleshooting. Duties involve the general operation and technical support of a variety of personal computer networking operations, including knowledge of hardware and peripherals, operating systems and instructional software. Work is performed under the general supervision of the Technology Coordinator with leeway permitted for the exercise of independent judgment in the carrying out of the details of the work. Supervision over others is not typical of this class.

TYPICAL WORK ACTIVITIES: (Illustrative only)

- Assists in the installation, support, testing and maintenance of instructional applications and systems;
- Performs limited field service troubleshooting and minor repairs;
- Provides support relating to the operation of personal computer lab projects including the maintenance of records and files;
- Assists in the development and operation of district-wide software libraries including accessioning and inventorying;
- Conducts in-service training on instructional computing applications and courseware, and prepares appropriate documentation;
- Advises in the evaluation and selection of hardware and software;
- Assists in the installation of computer equipment, and installs and tests upgrades to existing hardware and software;
- Conducts hardware and software field service troubleshooting in case of malfunction;
- Receives problem reports and works with appropriate staff to resolve them;

- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of Windows operating systems;
- Working knowledge of systems such as graphics packages, web applications, managed instructional application suites;
- Working knowledge of instructional design and classroom environments;
- Strong oral communications skills;
- Ability to work well with others;
- Integrity;
- Good judgement;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

A. Graduation from a regionally accredited or New York State registered college or university or one accredited by the NYS Board of Regents to grant degrees with a Bachelor's Degree with a strong emphasis (6 or more hours) in computer science, data processing or a related field; **OR**

B. Graduation from a regionally accredited or New York State registered college or one accredited by the NYS Board of Regents to grant degrees with an Associate's Degree in computer science, data processing, or a related field with at least one (1) year paid fulltime experience using a personal computer; **OR**

C. An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

NOTE: Submission of college transcript required.

Revised: 10/17/90
           2/20/91
           1/30/02
           8/25/21