PINELLAS COUNTY SCHOOL BOARD
FLORIDA

PCSB: 6413
Pay Grade: D09

FLSA: Non-Exempt

COMPUTER SUPPORT ASSISTANT

MAJOR FUNCTION:
Performs specialized, technical work supporting and assisting users in the operation, troubleshooting, maintenance, and installation of information systems hardware, software, and applications. Creates and updates databases. Duties are varied and may also include clerical tasks. Work is performed under general direction and is reviewed through conferences and results obtained.

DUTIES AND RESPONSIBILITIES:
- Supports, monitors, tests, and troubleshoots basic to intermediate user workstation hardware and software problems pertaining to Local Area Network (LAN) and personal computer (PC) systems.
- Installs computer hardware, software, printers and associated equipment.
- Configures workstations and upgrades software.
- Provides technical assistance to users experiencing problems with hardware, software, peripheral equipment or computer operation.
- Trains and instructs others in the use of computer related hardware and software.
- Creates and updates spreadsheets and databases.
- Maintains records, creates reports, and performs other clerical tasks.
- Keeps up-to-date on new computer technology through current literature and attendance at workshops, training sessions, and seminars.
- Performs related work as required.

MINIMUM QUALIFICATIONS:
Graduation from high school or possession of a GED, supplemented by computer related training, plus three (3) years progressively responsible clerical office experience, one of which must be in a data processing-related environment; or an equivalent combination of education, training and experience.

PREFERRED:
Associates Degree in Computer Science or a related field.

ISSUED: 1/01 AK; BOARD APPROVED: 6/12/01; REVISED WC: 7/04 LM.

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities and duties required of those in this classification.

COMPUTER SUPPORT ASSISTANT

WORKING CONDITIONS & PHYSICAL EFFORT:	Seldom Or Never	Monthly	Weekly	Daily	Hourly
1. Lift objects weighing up to 20 pounds			X		
2. Lift objects weighing 21 to 50 pounds	X				
3. Lift objects weighing 51 to 100 pounds	X				
4. Lift objects weighing more than 100 pounds	X				
5. Carry objects weighing up to 20 pounds			X		
6. Carry objects weighing 21 to 50 pounds	X				
7. Carry objects weighing 51 to 100 pounds	X				
8. Carry objects weighing 100 pounds or more	X				
9. Standing up to one hour at a time				X	
10. Standing up to two hours at a time	X				
11. Standing for more than two hours at a time	X				
12. Stooping and bending				X	
13. Ability to reach and grasp objects					X
14. Manual dexterity or fine motor skills					X
15. Color vision, the ability to identify and distinguish colors				X	
16. Ability to communicate orally					X
17. Ability to hear					X
18. Pushing or pulling carts or other such objects			X		
19. Proofreading and checking documents for accuracy					X
20. Using a keyboard to enter and transform words or data					X
21. Using a video display terminal					X
22. Working in a normal office environment with few physical discomforts					X
23. Working in an area that is somewhat uncomfortable due to drafts, noise, temperature variation, or other conditions	X				
24. Working in an area that is very uncomfortable due to extreme temperature, noise levels, or other conditions	X				
25. Working with equipment or performing procedures where carelessness would probably result in minor cuts, bruises or muscle pulls	X				
26. Operating automobile, vehicle, or van	X				
27. Other physical, mental or visual ability required by the job	X				

Computer Support Assistant - NR