

GARRARD COUNTY SCHOOLS
Job Description

CLASS TITLE: STUDENT WORKER/CLOUD OPERATIONS SPECIALIST 1 APPRENTICESHIP

REPORTS TO: Career Support Specialist

EXEMPT STATUS: Non-Exempt

APPROVED:

BASIC FUNCTION:

Provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, via telephone, or electronically. May assist in the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

REPRESENTATIVE DUTIES:

- Monitor computer system performance to ensure proper operation
- Oversee the daily performance of computer systems.
- Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
- Refer major hardware or software problems or defective products to vendors or technicians for service.
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.
- Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.
- Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
- Inspect equipment and read order sheets to prepare for delivery to users.
- Resolve computer software problems
- Answer user inquiries regarding computer software or hardware operation to resolve problems.
- Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.
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- Confer with staff, users, and management to establish requirements for new systems or modifications.
- Enter commands and observe system functioning to verify correct operations and detect errors.
- Maintain records of daily data communication transactions, problems, and remedial actions taken, or installation activities.
- Prepare evaluations of software or hardware, and recommend improvements or upgrades.

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- Teach others to use computer equipment or hardware
- Develop training materials and procedures, or train users in the proper use of hardware or software.
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- Inspect equipment and read order sheets to prepare for delivery to users.
- Conduct office automation feasibility studies, including workflow analysis, space design, or cost comparison analysis.
- Read trade magazines and technical manuals, or attend conferences and seminars to maintain knowledge of hardware and software.
- Modify and customize commercial programs for internal needs.
- Perform related duties as assigned.