

JOB DESCRIPTION **Technology Assistant**

IMMEDIATE SUPERVISOR **Superintendent/Technology Director**

GENERAL DUTIES

This position will provide support of the end user technologies of the Banks School District. The assistant will provide support of the District's Systems including, but not limited to, user email, database, applications, file storage, document management, classroom technologies, telecommunications, and the supporting infrastructure. The Technology Assistant will be empowered to work as a team member, identify gaps between customer needs and existing systems, propose innovative solutions, and execute solutions exceeding customer expectations.

ESSENTIAL REQUIREMENTS

- A. Two or four year degree in Computer Science or Management Information Systems or related field or equivalent
- B. At least two years' experience in a computer support position with experience supporting end users on various application programs and maintaining computer and peripheral equipment
- C. Excellent written and oral communication skills
- D. Flexible and adaptable to changing activities and work loads
- E. Ability to simultaneously coordinate and complete multiple projects
- F. Knowledge of advanced troubleshooting techniques
- G. Ability to diagnose the nature and extent of a wide range of end user technology problems
- H. Working knowledge of Microsoft Services, Active Directory and Google Apps for Education preferred
- I. Demonstrated knowledge of Microsoft Windows, MacOS and iOS Operating systems
- J. Demonstrated ability to learn and desire to keep current with changes occurring in the industry
- K. Ability to work positively and cooperatively with others
- L. Maintain integrity of confidential information relating to students, staff, or district patrons
- M. Ability to work harmoniously with others

ESSENTIAL RESPONSIBILITIES

- A. Assist users to assure that hardware and software solutions operates in a manner consistent with expectations; provide troubleshooting assistance as necessary; coordinate responses to users with supervisors as necessary
- B. Provide technical assistance and support, troubleshoot and resolve system hardware, software and communication failures and conflicts
- C. Evaluate existing user technologies, and perform system upgrades based on user needs and tests solutions, resolving configuration conflicts and errors
- D. Install, integrate, and configure new technologies
- E. Research, analyze, and recommend, appropriate end user technology configurations
- F. Review, prioritize, and process work order reports; document the progress of projects; complete assignments to exceed customer expectation
- G. Support the strategic integration of technology into classroom instruction
- H. Provide OS and application program support in an Apple iPad mobile device environment
- I. Install new PC hardware, software, and peripherals, and fully test each installation
- J. Physically relocate workstations and peripherals within buildings; to and from buildings and reconfigure workstations and devices to accommodate these relocations
- K. Repair and upgrade PC hardware and peripherals
- L. Work with manufactures and service providers to rectify support issues and/or replace equipment
- M. Design webpage layout and up-dates and maintains web content
- N. Create and manage network and e-mail accounts
- O. Interact with trouble ticketing systems, and spreadsheet/database application systems used to track project progression and District inventory
- P. Collaborate with IT, District, and School leaders to plan for the upgrade and enhancement of software and hardware and to assure adequate current capacity and continuous pro-active planning for growth

Banks School District believes that every individual makes a significant contribution to our success. That contribution should not be limited to assigned responsibilities. Therefore, this position description is designed to define primary duties, qualifications and job scope but should not limit the incumbent nor the organization to the work identified. It is our expectation that every employee will offer his/her services wherever and whenever necessary to ensure the success of the District's goals.

PHYSICAL REQUIREMENTS FOR ESSENTIAL RESPONSIBILITIES

In 8-hour workday, this job requires:

R – Rarely (Less than .5 hr per day)

O – Occasionally (.5 – 2.5 hrs per day)

F – Frequently (2.5 – 5.5 hrs per day)

C – Continually (5.5 – 8 hrs per day)

NA – Not Applicable

Physical Requirements	NA	R	O	F	C
Sitting				X	
Stationary Standing				X	
Walking (level surface)					X
Walking (uneven surface)			X		
Crawling				X	
Crouching (bend at knees)				X	
Stooping (bend at waist)				X	
Twisting (knees/waist/neck)				X	
Turn/pivot				X	
Climbing (stairs)				X	
Climbing (ladder)			X		
Reaching overhead				X	
Reaching extension					X
Repetitive use arms					X
Repetitive use wrists					X
Repetitive use hands grasping					X
Repetitive use hands squeezing					X
Fine manipulation					X
Using foot control			X		
*Pushing/Pulling Maximum weight: 40 lbs.				X	
*Lifting/Carrying Maximum weight: 40 lbs.				X	

*Identify items typically moved: Computer Equipment

WORK PLACE EXPECTATIONS

- A. Communicate highly technical information in a clear and concise manner to both technical and non-technical personnel
- B. Maintain composure under heavy workload, handle multiple tasks under constant pressure, set priorities, use initiative to implement creative solutions, work quickly and accurately with frequent interruptions; ability to remain flexible in responding to daily changes in priorities
- C. Demonstrate organization, effective presentation and interaction, listening, written and verbal communication skills, relating principles to facts, analysis and research, evaluating the work and contribution of others, making and writing decisions, and mediation
- D. Understand and execute oral and written instructions, policies, and procedures
- E. Communicate effectively orally and in writing; ability to establish and maintain relationships with Administrators, user personnel, and vendors
- F. Work without close supervision in standard work situations. Organize own work, setting priorities and meeting critical deadlines
- G. Demonstrate professionalism and appropriate judgment in behavior, speech, and dress in a neat, clean, and appropriate professional manner for the assignment and work setting
- H. Have regular and punctual attendance
- I. Confer regularly with immediate supervisor
- J. Follow all District policies, work procedures, and reasonable requests by proper authority
- K. Maintain the integrity of confidential information relating to students, staff, and District patrons

EMPLOYEE STATEMENT

“I have reviewed the above position description and understand its contents”

“I am aware that my position description may be revised or updated at any time and once notified of changes, I remain responsible for knowledge of its contents”

“I hereby certify that I possess the physical and mental ability to fulfill the essential functions of the above position with or without reasonable accommodation(s). If I require accommodation(s) in order to fulfill any or all of these functions, I agree to provide information to the District regarding the requested accommodation(s)

Employee Name (print)

Date

Employee Signature

Date