



Technology Assistant/Help Desk

FLSA Status:
Non-Exempt

Qualifications:
High School diploma is required. Additional preparation and/or college coursework preferred. Thorough knowledge of Windows and Google operating systems; and Microsoft Office and Google Suite applications. Desire to continue career improvement by enhancing skills and job performance.

Experience:
Job related experience with increasing levels of responsibility
Experience troubleshooting technology issues and problems.
Experience working with a variety of people in a variety of situations.

Clearances:
Criminal Justice
Fingerprint/Background
Clearance

Support Staff Salary Schedule:
Range 21

Reports to

Director of Technology

Terms of Employment

12 months per year, 8 hours per day, with benefits according to board policy.

Purpose Statement

The job of the technology assistant is to help ensure all district stakeholders have the tools, resources, and data to do their job by receiving and routing all requests for repairs or other technology support to the proper areas, and provide support as skills allow.

Essential Job Functions

- First contact for all technology troubleshooting needs.
- First line of basic troubleshooting for district through phone and email requests.
- Receives help requests via phone and email, and routes to the appropriate people or departments using standardized tools.
- Assists in the day to day operation of the student information system and provide level 1 support for this software.
- Assists with state data collection and reporting.
- Assists with the management of the district phone system and provide level 1 support for phone users.
- Organizes and maintains database for user logins (staff and students across multiple platforms).
- Organizes district licensing of all software.
- Assists in maintaining district technology inventories.
- Assists with daily operations of the technology department (financial software, time and attendance software, etc).
- Required to use time clocking system for clocking in and out each day they are scheduled to work. Clocking must reflect true time worked.
- Ability to work to implement the vision, mission, and values of the district.

Other Job Functions

- Answers phone in a pleasant, respectful manner and routes calls to appropriate personnel.
- Operates personal computer and peripheral equipment, photocopier, and other office equipment with high degree of skill.
- Greets visitors and clients in a pleasant, respectful manner and responds to inquiries in a timely manner.
- Demonstrates professionalism and appropriate judgment in behavior, speech, dress, and appropriate professional manner for the work setting.
- Maintains strict confidentiality.
- Demonstrates effective human relations and communication skills.
- Adheres to good safety practices.
- Adheres to all district rules, regulations, and policies.
- All other duties as required or assigned.

Skills, Knowledge and Abilities

SKILLS are required to perform multiple tasks with a potential need to upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: utilizing diagnostic and application software; adhering to safety practices; and maintaining accurate records.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; understand written procedures, write routine documents, and speak clearly; and understand multi-step written and oral instructions. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: electronics analysis; multi-platform operating systems and personal computers; appropriate system security; associated peripheral equipment; and troubleshooting methodologies.

ABILITY is required to schedule activities; gather and/or collate data; and use job-related equipment. Flexibility is required to work with others; work with data utilizing defined and similar processes; and operate equipment using standardized methods. Ability is also required to work with a wide diversity of individuals; work with similar types of data; and utilize job-related equipment. Problem solving with data requires following prescribed guidelines; and problem solving with equipment is limited to moderate. Specific ability based competencies required to satisfactorily perform the functions of the job include: adapting to changing work priorities; establishing effective working.

Physical Demands

The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling, some climbing and balancing, frequent stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 30% sitting, 30% walking, and 40% standing. The job is performed under minimal temperature variations and under conditions with some exposure to risk of injury and/or illness.