



JOB DESCRIPTION

BAND	GRADE	SUBGRADE	WORKING CONDITIONS
B	2	1	

JOB TITLE	CONTRACT REFERENCE
Technology Assistant I	

TITLE OF IMMEDIATE SUPERVISOR	VERSION DATE
District Technology Manager	2017

JOB SUMMARY

Performs duties necessary for the daily maintenance, support and operations of computers and other technologies throughout the school district.

TASK NO.	FREQUENCY	BAND/GRADE
-----------------	------------------	-------------------

The essential functions of this job include, but are not limited to, the following fundamental job duties:		
1.	Proactively assists in providing on-site and remote technology support to end-users across the district and assists them in troubleshooting issues with hardware and software.	20%
2.	Maintains Service Desk Tickets by addressing issues as they are submitted and throughout the troubleshooting and resolution process in a timely manner and communicates with Requestor the entire time the Ticket is active.	20%
3.	Collaborates with the other technology staff to resolve hardware, software, and other technology related issues.	10%
4.	Maintains systems including the installation of equipment and hardware/software upgrades including computers, printers, scanners and other devices.	10%
5.	Deploys software packages to automate and remotely control operating systems and software updates.	10%
6.	Assists in the implementation of new technology and information systems for the District.	5%
7.	Assists in supporting hardware and software systems for online testing.	5%

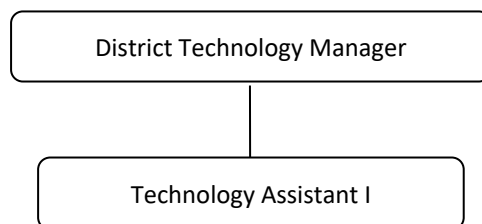
– Page 2

8.	Supports technology infrastructure, including data networks, video networks, wireless networks and other devices in use by the District.	5%	
9.	Assists in maintaining and tracking of hardware and software inventory for the district.	5%	
10.	Remains current in software and hardware trends.	5%	
11.	Performs other duties as assigned by supervisor.	5%	

QUALIFICATIONS (Specific training or job experience required before appointment)

1. An Associate’s degree in computer science, A+ or MCP Certification, or a minimum of 2 years’ equivalent work experience.
2. Google Admin Certification or ability to obtain upon hiring.
3. Demonstrated experience with Windows 7, Windows 10, SCCM and Active Directory.
4. Demonstrated experience in troubleshooting and solving technical issues.
5. Demonstrated ability operate a variety of technology equipment.
6. Demonstrated human relations skills including the ability to work effectively with non-technical as well as technical individuals.
7. Demonstrated oral and written communication skills, organizational and time management skills.
8. Demonstrated ability to be self-directed and work effectively with limited supervision.
9. Willingness to expand technology skills.
10. Ability to take direction from supervisor.
11. Ability to keep information confidential.

ORGANIZATIONAL RELATIONSHIPS



PHYSICAL FACTORS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be

– Page 3

made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employed is regularly required to talk, hear, climb, balance, stoop, kneel, reach for objects, stand, walk, push, pull, lift, and use hands to grasp and feel. The employed must frequently lift and/or move up to 25 pounds, occasionally being required to lift and/or move up to 40 pounds or more. Specific vision abilities required include close vision, distance vision, and the ability to adjust focus.

SYMBOLS

DIRECT SUPERVISION

INDIRECT SUPERVISION

.....

WORK DIRECTION

ADVISE/INFORM

-.-.-.-.-

PHYSICAL FACTORS