

EPPING SCHOOL DISTRICT
JOB DESCRIPTION

TITLE: TECHNOLOGY ASSISTANT

GENERAL DESCRIPTION: Under supervision of the technology director, the technology assistant provides technical support for district technology. This position focuses on the elementary school and serves as the primary contact for elementary technology support. This position also assists with district technology projects when school is not in session, or as requested by the Technology Director.

QUALIFICATIONS: High school diploma or GED; two years college or technical training or equivalent, supplemented by minimum two (2) years computer technical support to end users in a networked environment, or any equivalent combination of related education, training, and experience.

KNOWLEDGE: Knowledge of rules and regulations related to assigned functions. Knowledge of networking, computers, peripheral equipment, software applications, and other related equipment. Knowledge of Windows, Mac OS, and Microsoft software.

SKILLS:

1. Must have good human relation skills.
2. Must be able to communicate well in both oral and written form, using correct spelling, grammar and punctuation.
3. Must have the ability and willingness to learn a wide variety of tasks required in technology assistance and repair of computers
4. Must be able to perform semi-routine standardized work with some independent judgment concerning choices of action.
5. Must have good working knowledge of networking, computers, peripheral equipment, software applications and other related equipment.

ABILITIES:

1. Requires the ability to provide guidance, assistance, and/or interpretation to others on how to use technology. Requires ability to communicate with district staff and students of diverse backgrounds.
2. Requires the ability to sit for prolonged periods of time.
3. Requires the ability to work independently.
4. Requires ability to manage multiple concurrent tasks.
5. Requires the ability to understand and carry out oral and written instruction, and ability to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

6. Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving evaluation of information against measurable or verifiable criteria.

CLASSIFICATION: This position is designated as a year-round support position.

REPORTS TO: Director of Technology.

SUPERVISES: Not Applicable.

ROUTINE FUNCTIONS AND RESPONSIBILITIES:

Technology Purchasing and Inventory

1. Assists with inventory maintenance.

Technology Security

1. Troubleshoots issues with network firewall.
2. Maintains backup schedules for network and provides file recovery if needed.

Technology Educational Support

1. Reads, assimilates and translates technical documentation in a clear, meaningful way for non-technical staff and students.
2. Learns and adapts to new hardware and software as it is placed into service by the district.
3. Accesses district work order system to determine priority and work assignment.
4. Provides technical assistance on software and hardware to elementary school personnel and students in a timely manner.
5. Assists in setting up and supporting state and district computerized testing at the elementary school.
6. Assists with and provides training for school and district staff.

Technology Maintenance

1. Assesses and troubleshoots difficulties with building computers, peripheral equipment, software applications, and other related equipment.
2. Supports new software and hardware as it is placed in the district.
3. Keeps an accurate record of troubleshooting and maintenance activities, and completes reports.
4. Follows prescribed procedures relating to tasks, the completion of reports, and internal control procedures.
5. Assists in scheduling replacement, refurbishing or disposal of computers and accessories.

6. Troubleshoots issues with VOIP phone hardware and software at the elementary school.
7. Implements wireless capabilities while maintaining security protocols.
8. Troubleshoots email issues.
9. Creates and maintains user and computer accounts and group policies in server environment.
10. Names network resources for easy user access and applies user-level security.
11. Implements a preventative maintenance, including anti-virus, cleaning, and power protection.
12. Implements regular software updates.
13. Installs system components for the purpose of maintaining equipment in operating condition.
14. Demonstrates a high level of expertise with Windows environment, Mac OS, and various software packages used in the district.

Technology Supervision and Communication

1. Respects and maintains confidentialities and the confidential, proprietary nature of all information maintained on data systems related to the position.
2. Collaborates with committee groups for work projects.
3. Assists with implementation of technology projects and goals.

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

WORKING ENVIRONMENT:

1. Tasks involve the ability to exert moderate physical effort which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (25-40 pounds).
2. Tasks may involve extended periods of time at a keyboard or work station. Tasks require visual perception and discrimination, and oral communications ability.
3. Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, animals/wildlife, toxic/poisonous agents, violence, disease, or pathogenic substances.

The Epping School district is an Equal Opportunity Employer.

TERMS OF EMPLOYMENT:

1. Year round, 5 days per week, 8 hours per day

2. Clear criminal background check
3. Verification of health to perform job
4. Valid driver's license
5. Support contract with salary and benefits

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