



## Fort Cherry School District

### Job Description

- Title:** Technology Assistant-Level 1
- Overview:** Employee shall collect, organize, and report District data mandated by federal, state, and local law, regulations, protocols, and/or procedures; responsible for process development, documentation, and data submission for District student information system, student registration, PIMS reporting, as well as any other data collection and/or matrix.
- Location:** Technology Office
- Reports to:** Technology Department Supervisor
- Supervises:** NA
- Coordinates with:** All Administrative and Supervisory Personnel of the School District  
All Employees of the School District either directly or indirectly

**Essential Duties:**

1. Install new workstations, laptops, printers, and peripherals
2. Prepare hardware/software for use, break/fix, disposal, or recycling
3. Provide first-response technical support
4. Contact Tier 2 or vendor support as required
5. Install, test, and troubleshoot software applications (instructional and administrative), being conscious of software requirements, license restrictions, and end- user needs
6. Work with Tier 2 staff to manage and maintain building server and/or wiring closets, including cleanliness, labeling, and cable management
7. Work with Tier 2 staff to maintain optimal network performance and security



8. Maintain personal and professional technology skills, keeping current with industry trends and bringing that knowledge forward for the good of the organization
9. Manage the computer labs, mobile labs, and the like to keep them ready for student use
10. Help manage and coordinate online testing, assessment, and evaluation needs
11. Manage and maintain accurate building technology inventory records and counts
12. Demonstrated ability to train staff and work with students/staff on a variety of technology tools; including: productivity suites, learning applications, and web-based software
13. Develop a strong sense of trust among end-users
14. Promote a positive and professional image of the District at all times
15. Participate in meetings as required, offering insight and direction to people's use of technology as it relates to the District's Technology Plan
16. Cooperate and coordinate with other members of the technology department/program
17. Communicate effectively with all members of the District and Community
18. React to change productively and handle other tasks as assigned
19. Maintain confidentiality
20. Support the mission, vision, and belief statements of the District
21. Any other responsibilities assigned by the Superintendent/Business Manager/Technology Supervisor

**Qualifications and Skills:**

- High School Diploma with at least one year of college, technical, or on the job training
- Experience working with end-user technical support; experience in school setting preferred
- Demonstrate an advanced working knowledge of technology used by the District



- Demonstrated knowledge and field experience with basic trouble shooting skills
- Demonstrate strong oral and written communication skills
- Demonstrated organization skills, with attention to detail
- Ability to provide appropriate customer service with positive attitude
- Ability to be responsive, helpful, courteous, and tactful with end users
- Ability to be timely and appropriate with problem solving, resolution, or escalation
- Ability to be confidential and attend to time-sensitive matters
- Ability to work well with others and have positive attitude
- Ability to organize, supervise, and set priorities
- Ability to work effectively in a school office setting characterized by frequent interruptions
- Ability to multi-task and exercise good judgment while working in a dynamic environment
- Ability to respond sensitively to common inquiries or complaints
- Ability to work independently and be self-motivated
- Ability to physically lift and carry technology equipment (approximately 40 lbs.)
- Ability to gain all clearances and requirements set forth by federal, state, and local regulations
- Any addition to the above qualifications/skills as be determined by the Board of School Directors/Superintendent/Technology Director/Supervisor

**Terms of Employment:**

Employment obligations will be defined in the employee agreement; such items as work year, workdays, salary, and benefits will be established in accordance with the provisions of the agreement

**Evaluation:**

Job performance will be evaluated at least annually in accordance with the provisions outlined in the employee's agreement