

Position Title: **Technology Administrative Assistant**

Last Updated: August 2019

Reports To: Technology Director

Status: 10 month, Non-Exempt, Hourly Part-Time Employee

Schedule: Monday through Thursday  
28 hours per week, Academic Day  
Occasional overtime during school registration and school closing, special projects as needed

Summary Description:

The Technology Administrative Assistant is an integral member of the Technology Department who provides support to the Fellowship Christian School community.

Essential Functions:

- Administrative Role:
  - ◆ Document Management
  - ◆ Keeping technology work areas clear and organized
  - ◆ Purchase order processing and review
  - ◆ Schedule management
  - ◆ Priority review of emails
- Helpdesk ticket monitoring and routing (Level 1 support)
  - ◆ Review and report on helpdesk status
  - ◆ Route tickets during high traffic times
- Inventory management systems maintenance and training
  - ◆ Data entry of new items
  - ◆ Labeling of all inventory
  - ◆ Management of checkout system
- Mobile Device Management
  - ◆ iPad deployments and returns
  - ◆ App deployment to student / teacher devices
  - ◆ MDM status updates to Director
- Student Internship Management
  - ◆ Student logs
  - ◆ Technology coursework
  - ◆ Assignment of helpdesk tasks within abilities
  - ◆ Attendance entry

Additional Responsibilities

- Manage printing environment, including print server issues
- Maintain Purchasing list and assist Director in ordering
- Document system changes and changes to department processes and procedures (as approved by Director)
- Respond to phone calls, email and personnel requests for technical support
- Assist with Technology Department projects
- May perform other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the Technology Department
- Must have a technical mindset and strong organizational skills
- Other duties as requested or assigned per the Technology Director

#### FCS Employment Expectations:

- Have a personal relationship with Jesus Christ
- Sign the Fellowship Christian School Statement of Faith
- Acknowledge and understand Fellowship Christian School's Mission Statement
- Be a Christ follower whose relationship is defined by having received Christ as Savior and a pursuit of spiritual growth
- Wear proper attire, consistent with school's dress code at all times and to maintain positive attitude and appearance in accordance with school standards
- Must maintain high level of personal hygiene and cleanliness at all times
- Report inappropriate behavior to School Administration in order to maintain a safe learning environment
- Make a constructive effort to protect all students from conduct detrimental to learning, health or safety
- Abide by and comply with all school policies and regulations

#### Qualifications:

- Bachelor's degree
- Two years similar experience, preferably within an academic environment
- Ability to share your Christian Faith and walk with the Lord
- Must have technical mindset with aptitude for troubleshooting
- Experience with providing support for desktops, laptops, printers, IP telephone, and tablets
- Must be able to work intuitively and independently as well as part of the Technology Department team
- Excellent written and verbal communication skills, with demonstrated ability to convey technical subject matter in an understandable manner
- Must be service oriented and possess customer service skills
- Must be able to work well under limited time constraints
- Problem solving skill is required to identify issues and create action plans
- Solid working knowledge of Microsoft Office and applications, as well as Google Apps
- Must possess excellent interpersonal and communication skills in order to successfully interact with diverse staff, faculty, students and other constituents of the School
- Must have the ability to work in a school environment by successfully passing the school mandated background check process
- Positive appearance, attitude and presentation with a strict sense of confidentiality
- Regular and consistent attendance and punctuality is required and as a condition of employment
- Must have a valid state driver's license

#### Physical Qualifications:

- Standing/sitting for long periods of time
- Regularly required to listen, physically direct, and speak
- Position requiring mobility, including bending, lifting (up to 50 lbs.), pushing, walking, stooping, crouching
- Capable of managing the distribution of technology equipment often weighing up to 50 lbs.
- Use of hands and fingers to manipulate office equipment, handle, or feel and reach with hands and arms
- Specific vision abilities required including close vision, distance vision, color vision and depth perception
- Must be capable of standing and/or sitting at a computer for extended periods of time, be capable of repetitive movements of wrists, hands and fingers

#### Working Environment:

- The work environment is usually moderately quiet; however, variations in noise level may occur when employee attends school functions such as assemblies, school dances, and other events
- The employee may be exposed to dusty environments
- Work may require the ability to work in small spaces with moderate levels of noise at times
- The environment may be stressful and hectic at times with frequent interruptions

## **Limitations and Disclaimer**

The above job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position. This job description reflects administration's assignment of essential functions; and nothing in this herein restricts administration's right to assign or reassign duties and responsibilities to this job at any time.

All job requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor in compliance with Federal and State Laws.

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently. Continued employment remains on an "at-will" basis.