

Waunakee Community School District

Technology Assistant Job Description

QUALIFICATIONS:

1. High school diploma supplemented by at least one year of college, technical, or on the job training
2. Demonstrated field experience working with end-user technical support in a responsive, helpful, courteous, and tactful manner leading to timely and appropriate problem resolution or escalation
3. Experience working with children preferred
4. Wide range of computer hardware and software experience in a networked environment and a willingness to learn new and emerging technologies as they are introduced to the schools
5. Demonstrated knowledge and field experience with basic applications including word processing, spreadsheets, and databases
6. Demonstrated ability to train staff and work with students on a variety of technology tools; including: productivity suites, learning applications, and web-based software
7. Demonstrated field experience working with confidential and time-sensitive matters
8. Demonstrated strong oral and written communication skills
9. Demonstrated organization skills, with attention to detail
10. Ability to physically lift and carry technology equipment (approximately 40 lbs.)

REPORTS TO: Principal / Technology Director

GENERAL RESPONSIBILITIES:

This position provides Tier1 technical support to school staff and students, acting as a first-line of support for all hardware and software technical questions. This position will be assigned to support students and staff as they work with and use technology, and will play a critical role in online test taking.

This job is physically demanding, requiring the ability to bend, lift, crouch, kneel, and walk, in addition to reaching, handling, and fingering, and requires strong near visual acuity in order to perform the essential functions. The person who fills this position must be able to work independently, be intrinsically motivated, highly organized, detail oriented, generate creative solutions, and self-monitoring of personal performance, while focusing on staff and students' needs, providing solutions in a timely and sensitive manner.

ESSENTIAL FUNCTIONS:

Technical:

1. Install new workstations, laptops, printers, and peripherals, preparing them for use; including recycling
2. Provide first-response technical support, including testing and troubleshooting workstations, laptops, printers, SmartBoards and peripherals; contacting Tier2 or vendor support as required
3. Install, test and troubleshoot software applications (instructional and administrative), being conscious of software requirements, license restrictions, and end- user needs
4. Work with Tier2 staff to manage and maintain building wiring closets, including cleanliness, labeling, and cable management
5. Work with Tier2 staff to maintain optimal network performance and security
6. Maintain personal and professional technology skills, keeping current with industry trends and bringing that knowledge forward for the good of the organization

Non-Technical:

1. Manage the computer labs, keeping them ready for student use
2. Help manage and coordinate online testing
3. Manage and maintain accurate building technology inventory records and counts
4. Develop a strong sense of trust among end-users
5. Promote a positive and professional image of the District at all times
6. Participate in meetings as required, offering insight and direction to people's use of technology as it relates to the District's Information Literacy and Technology Plan
7. Cooperate and coordinate with other members of the technology program

OTHER:

1. Perform other responsibilities as assigned

Adopted: 09/08/97

Revised: 05/10/05
11/16/11

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