



JOB DESCRIPTION: Classroom Support Tech

Nature of the Position

The Classroom Support Tech will directly support teachers in the classroom with all technology related issues. The Classroom Support Tech will also be a resource for staff and students, working collaboratively with other helpdesk team members to assure that technology issues are resolved quickly and competently. The Classroom Support Tech will provide training for new staff and students on all essential, school issued applications and services.

Accountability

The Classroom support Tech is directly responsible to the Director of Technology in fulfilling all duties.

Job Requirements

This position requires a person who:

- Is outgoing and personable, able to work constructively with faculty, students and colleagues
- Is able to communicate effectively and professionally
- Has strong organizational and operational skills (e.g., attention to detail, “follow through”)
- Is able to manage workflow, balancing needs and setting priorities, and work both independently and cooperatively
- Possesses working knowledge of:
 - iOS
 - MacOS
 - Powerschool
 - Google Classroom
 - Google Apps (Drive, Docs, Sheets)
 - Zoom
 - Microsoft Word and Excel
 - Adobe Creative Cloud
 - Nearpod
 - Basic Networking and Wifi Concepts

Performance Responsibilities — Representative tasks for this position include but are not limited to:

- Works with all teachers in their classrooms to solve tier 1 technical hardware and software issues.
 - “My promethean board won’t turn on”
 - “I can’t print”
 - “I can’t login to google classroom”
 - The Wifi is slow
- Supports Teachers with Powerschool setup, training and troubleshooting
- Frontline Triage for all Tech Office walk-ins when not on a call for classrooms

- Deals with parent login issues related to Powerschool, Information Update and New Student Registration.
- Sets up and regularly tests all client backups
- Provides quickstart training on all basic technologies for new staff and students. This includes large and small group trainings. Also includes maintaining a webpage for staff and students with the training materials.
 - How to check your email
 - How to work with Google Drive, Docs , and Classroom
 - Powerschool
 - Zoom basics
 - Office 365 basics
 - Adobe Creative Cloud
 - Nearpod
 - iPad and LaptopBasics
 - Enrolling
 - Installing Apps
 - Printing
 - Screen Mirroring
- Prints all IDs
- Sets up and Supports Lobby Management Software (SchoolPass)
- Sets up Papercut
- Sets up Access Control (Key/Card FOBs)
- Handles Papercut requests to increase funds
- Basic wifi troubleshooting
- Basic printing and copying troubleshooting
- Basic Promethean board management
- Assists in all major Tech Office initiatives (Collection, Distribution, Updates, etc)

- **Carrying out the functions of the Thornton Academy Helpdesk**
 - Be available and responsive as a resource for faculty and students
 - Provide support to staff and students in office, classroom and on-campus residential settings
 - Provide support through various means including remote assistance, by telephone and in person
 - Maintain documentation for all helpdesk and end user processes and procedures

- **Performing as a member of a professional team, assisting with other department projects as assigned**
 - Complete (or assist with) other projects and assume additional IT responsibilities as assigned by the Director of Technology, Associate Head or Headmaster