

Inter-Lakes School District Job Description



Title: Technology Support Assistant	Date: July 1, 2021
Classification: Non-Bargaining	Terms of Employment: Full-time, Year-round
Reports To: Technology Director	Supervises: n/a

QUALIFICATIONS:

An Associate's degree in ICT or computing technologies OR two years of demonstrated experience in computing technology especially when accompanied by industry recognized, role-specific certifications such as CompTIA A+, Microsoft, Google, etc.

JOB OBJECTIVE:

The Technology Support Assistant provides Tier 1 technical support to all members of the Inter-Lakes School District for any and all managed technology needs. Under the guidance of the DoIT team, the TSA responds to support queries in-person, by phone, email, and via our internal ticketing system.

ESSENTIAL JOB FUNCTIONS*:

- Support the HelpDesk mission by responding to the technology needs of the staff and students.
- Support and maintain desktops, laptops, chromebooks and other district provided end user devices.
- Install, update and optimize software on all district owned computing systems.
- Provide onsite presentation support for all classroom technology and guest presenter needs.
- Provide support for all aspects of the Google Workspace (formerly GSuite) suite of tools.
- Provide support for all printing efforts.
- Provide support for end user network connectivity issues.
- Support the DoIT mission by assisting with technology projects as needed.
- Perform other duties as assigned.

SKILLS

- Interpersonal communication skills are critical.
- Working knowledge of the administration and management of Google Workspace.
- Working knowledge of Microsoft software applications.
- Must have the ability to troubleshoot and solve complex issues.
- Must be attentive to detail.
- Must be organized.
- Must have the ability to complete written and oral instructions and provide assistance to staff, students, and public.
- Must be able to work in both directed and independent environments.

WORKING CONDITIONS:

Work is primarily in an office environment. While performing the duties of this job, the employee is frequently required to sit. This position also requires periodic walking, standing, bending and lifting. Some travel is required.

OTHER:

Annual evaluation to be completed by the Technology Director.

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee Name (Print)

Date

Employee Signature

***External and internal applicants, as well as position incumbents, who become disabled as defined under the Americans with Disabilities Act must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.**