White Settlement ISD

Technology Administrative Assistant

Job Title: Technology Administrative Assistant

Reports to: Director of Technology & Information Services

Department: Technology

Primary Purpose: Provide student information systems technical support to WSISD Campus Staff. Provide technical support to all WSISD staff for Employee Access. Organize and manage the routine work activities of an administrative department office, provide clerical services to the department head and other staff members.

Qualifications:

Education/Certification:

- High school diploma or GED
- Some college preferred
- Able to communicate in English by speaking, reading and writing

Special Knowledge/Skills:

- Proficient in the use of personal computers and software to develop spreadsheets, databases, and word processing with knowledge of district's Internet browser and operating system
- Possess strong organizational skills managing multiple filing systems with the ability to manage multiple tasks simultaneously and redirect efforts on short notice
- Possess strong professional oral and written communication skills, including editing
- Possess basic math skills
- Ability to communicate clearly and effectively with a variety of audiences
- Ability to collaborate and work as part of team to achieve stated goals
- Possess strong interpersonal skills demonstrating integrity, respect, and commitment to excellence
- Dependable, cooperative and exercise good judgment with a positive attitude
- Excellent customer service skills and the ability to work with all levels of personnel

Major Responsibilities and Duties:

1. Answer incoming calls, take reliable messages, troubleshoot technical assistance calls, route to appropriate staff if needed
2. Assist Parents, Staff, and Students with login/password help in Email/Eduphoria/Canvas etc.
3. Enter all technology requisitions for WSISD
4. Process all technology related PO's for WSISD
5. Receive and reconcile Technology invoices for WSISD
6. Prepare correspondence, forms, reports, etc., using personal computer
7. Process all Family Access Requests for WSISD Parents
8. Approve Tech Personnel Extra Duty Timesheets/apply Budget Code
9. Maintain physical and computerized departmental files
10. Receive and greet departmental visitors and vendors
11. Make new or replacement ID scan card/badges and assign Lenel access for all personnel and substitutes
12. Cooperatively work as member of Technology Team to support technology in WSISD

13. Ensure all WSISD new hires receive logins and passwords; Email/Computer, Skyward-Gradebook, Employee Access/Eduphoria, Canvas, True-Time
14. Assists Director of Technology with special projects and assignments
15. Order, receive, check in and maintain office supplies
16. Maintain accurate phone/title and location in Active Directory
17. Ensure all Exiting employees return devices/check in Asset Manager and return to inventory
18. Draft District correspondence thru e-mail
19. Process all Staff Device Claim Forms
20. Collect payments/Assign Fees in Skyward for damaged devices from Students & Staff
21. Request quotes from vendors for campus needs per Eduphoria tickets, Director, or administrative requests
22. Request and process all RMA's for technology items
23. Receive, process and distribute inner office mail and product ordered
24. Track Personnel leave requests for employees at White Settlement ISD
25. Receive and follow-up on parent phone calls regarding Technology Devices
26. Setting up calendar appointments for Director of Technology
27. Process all Employees transferring within district, email distribution, badge access
28. Ensure all exiting employees are removed from district email, and deactivated in Lenel
29. Promote the integration of technology into all WSISD Campuses & departments
30. Assist Director with renewal maintenance on services/software for WSISD

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Signature: _____ **Date:** _____