TECHNOLOGY ASSISTANT
Position Description

Title:	**Technology Assistant**
Location:	**Central Office – Technology Department**
Terms of Employment:	**12 months, Full Time**
Effective Date:	
FLSA Status:	**Non-Exempt**

Purpose
The Technology Assistant will provide frontline level 1 support in schools and administrative buildings.

Qualifications
- Must have a high school diploma or GED
- Must have general knowledge of computers, related information and technology devices, and software packages

Duties and Responsibilities
- Provide support to teachers and students with technology
- Provide timely resolution of technical problems by providing answers or referral
- Installs or updates software
- Troubleshoot frontline hardware and basic connectivity issues
- Assist students with passwords
- Submit work orders to technology staff for repairs or technology issues as required
- Performs other duties as assigned by immediate supervisor

Skills and Abilities
- Ability to assist users with applications
- Ability to systematically troubleshoot typical technical problems in an enterprise environment
- Ability to learn new technologies and work effectively within a team environment
- Ability to communicate effectively with others
- Ability to work independently