



Eagle Point School District 9

Job Description – Technology Assistant Supervisor

Page 1 of 2

PURPOSE:

- The Technology Assistant Supervisor is responsible for coordinating and ensuring the implementation of tasks related to technical, infrastructure, standards, and technology integration into every facet of the district's operational and instructional needs. They are responsible for the effective provisioning, installation, configuration, operation, maintenance, and security of the system's hardware, software, and related infrastructure. They ensure that attached network hardware, operating systems, software systems, and related procedures adhere to organizational values. They plan for and respond to service upgrades, outages, and other problems. This person will facilitate IT projects and coordinate department operations to ensure the delivery of robust and reliable technology resources.

REPORTS TO:

- Technology Supervisor

QUALIFICATIONS:

- A bachelor's or associate's degree from a college/university in computer science or a closely related field is preferred.
- Four years of specialized experience, or training, in network administration related fields beyond formal education.
- Experience guiding and collaborating with employees in a technology services and support environment.
- Ability to fully produce and manipulate documents in both Microsoft and Google Workspace productivity software platforms.
- Demonstrated ability to provide and foster a customer-service, team-oriented environment.
- Experience in maintaining enterprise-sized networks and related technology
- Familiar with network protocols such as LDAP, TCP/IP, BGP, DNS, DHCP, SMTP, Telnet/SSH, RSTP, and others and their operations within an enterprise network
- Knowledge and experience with multiple operating systems (Android, iOS, Windows, MacOS, Chromium, Linux, etc.)
- Knowledge and experience with current Windows and Linux server operating systems.
- Ability to install and troubleshoot network and computer systems
- Demonstrated ability to effectively communicate (written and oral) with technical and non-technical staff and work productively with District employees and technology vendors/service providers.
- Maintain a valid Oregon Driver's License and personal transportation

ESSENTIAL FUNCTIONS: The candidate must perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Evaluate the technical skills and effectiveness of designated technology employees.
- The position requires regular attendance and to be on duty as necessary to supervise and monitor technology projects, including occasional nights and weekends.
- Exhibit a positive, motivated attitude at all times.
- React positively to change.
- Maintain professionalism in attitude and dress.
- Adapt quickly and learn new applications and systems as they are introduced.
- Support the philosophy and mission of Eagle Point School District 9.
- Provide exceptional customer service and work cooperatively with students, staff, vendors, and the public.
- Accept responsibility and satisfactorily carry out other tasks as assigned by the supervisor.



PHYSICAL REQUIREMENTS:

- Physical capability of lifting up to fifty (50) pounds (over fifty pounds may be required with assistance) and transportation of weight via short distances, including stairs.
- Must work in noisy, crowded, and stressful environments.
- Requires stooping, bending, reaching, and kneeling.
- Must be able to lift items on and off tall storage shelves.
- Must be able to navigate new construction sites or areas under construction or remodel.
- Requires crawling under and around desks and other furniture.
- Requires prolonged sitting and/or standing.

GENERAL RESPONSIBILITIES *(included but not limited to):*

- Provide day-to day IT Services at a school(s) designated by IT Supervisor;
- Provide network infrastructure IT Services at all physical and virtual locations;
- Administer, configure, upgrade, and maintain servers and network-specific hardware, including telecommunication, internal connection services, cloud-based solutions, and security appliances
- Administer, manage, and maintain credential lifecycle systems within Windows Server environments and Google Workspace environments, including policy object configuration
- Day-to-day management of the organization’s network infrastructure;
- Provide leadership for technology systems through communication, project management, and delegation;
- Review and approve finished work on assigned projects of other technology support staff;
- Actively demonstrate, monitor, and promote a culture of providing high levels of customer service among all staff in technology support;
- Anticipate future network needs and identify proactive solutions to satisfy requirements;
- Maintain a high level of knowledge and proficiency related to current as well as emerging information technology standards, equipment, and software;
- Manage designated team members to offer technology support to various departments or programs within the organization.
- Maintain the asset inventory database to include all equipment;
- Arrange for repair or disposal of broken equipment and interfaces with IT vendors for repairs and new projects that cannot be handled within the IT department;
- Serve as an active and contributing team member related to the delivery of support services, project implementation, and other support roles, as needed;
- Perform other duties as assigned by the administrator to meet district needs.

RATE OF PAY:

- According to the supervisor's salary schedule

This position description is intended to provide an overview of the position's requirements. As such, it is not necessarily all-inclusive, and the position may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein.

Employee Signature: _____ Date _____

Board Adopted: _____