



Job Title: Technician 1: Technical Support Assistant

Supervisor: Coordinator – End User Support

Terms of Employment: 240 days

Job Summary:

The District technical support assistant is responsible for managing and maintaining related equipment and software throughout District sites, assuring smooth utilization of *Technology* for instructional, administrative and student use.

Essential Duties:

1. Manages repairs and work orders for District technology.
2. Handles and manages logistics of shipping and receiving mobile devices for warranty or repair work.
3. Manages and supports technology within the District using the district provided mobile device management system (MDM).
4. Provides and supports appropriate level of technical assistance with resolving technology end-user problems at the District sites,
5. Assists with fee collection and record-keeping related to technology fees and/or repair costs.
6. Receives and processes new equipment and maintains technology support supplies as requested.
7. Assists with supervising student technology assistants.
8. Stays current with technology trends within the educational setting.
9. Welcomes all stakeholders with respect, courtesy, and assistance as needed to established technology support area.
10. Demonstrates ability to work as a team member.
11. Works well in a multi-tasking environment.

Other Duties:

Perform other duties and assume other responsibilities as assigned by supervisor.

Job Specifications:

Performance of this job will be evaluated annually in accordance with provisions of the Board's policy on Evaluation of Classified Personnel.

Minimum Qualifications (Knowledge, Skills and Abilities Required):

1. Associate Degree or a Certification in Technology or related field preferred.
2. Minimum of one-year experience providing technical support.



3. Demonstrated aptitude with performing routine tasks involving data entry, data management including proficient use of Microsoft Excel or similar data management programs.
4. Demonstrated aptitude with troubleshooting common problems with computers or mobile devices.
5. Such alternatives to the above qualifications as the Board may find appropriate and acceptable.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to stand and reach with hands and arms; walk; sit; stoop or kneel; crouch or crawl.

Additional physical requirements include the following:

- Physically capable of frequently lifting or moving up to 40 pounds.
- Specific vision requirements include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to focus.
- Ability to sit and stand for extended periods of time.
- Manual dexterity for the purpose of using a telephone and data entry.
- Read a computer screen and printed material with or without vision aids.
- Hear and understand speech at normal levels and on the telephone; and
- Speak in audible tones so that others may understand clearly in person and on the telephone.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Pay Grade: 110

Please click [here](#) for salary scales.

This job description in no way states or implies that these are the only duties to be performed by this employee. The employee will be required to follow any other instructions and to perform any other related duties as assigned by the appropriate administrator or supervisor. Horry County Schools reserves the right to update, revise or change this job description and related duties at any time without prior notice.