



JOB DESCRIPTION

Job Title	Instructional Media, Technology, and Accessibility Support Specialist
Department	Technology, Media, & Data Services
Reports To	Technology Services Supervisor and Media and Technology Integration Manager
Classification	Hourly Classified
Location	District Office
Salary	On Schedule
Length of Contract	12 months

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees may be required to follow other job-related instructions and to perform other job-related duties as requested, subject to all applicable state and federal laws. Certain job functions described herein may be subject to possible modification in accordance with applicable state and federal laws.

Job Summary

The Instructional Media, Technology, and Accessibility Support Assistant provides frontline technology help and manages district instructional media resources. Responsibilities include answering the IT Help Desk line, logging and triaging requests, and resolving basic issues (e.g., password resets, account access). The role also circulates IMC resources, maintains classroom instructional materials collections, communicates with staff about available materials, and analyzes data for ordering and documentation. Strong organization, attention to detail, and clear, professional communication is required.

Essential Job Functions

- Manages and maintains the District IMC in an effective and organized manner.
- Facilitates and circulates the District IMC resources.
- Fills requests for elementary instructional materials and professional teacher materials.
- Processes incoming and withdrawn material.
- Maintains and updates elementary classroom curriculum lists and online ordering forms.
- Instructs teachers and staff on the use of various ordering systems and where to locate classroom material lists and library documents online.
- Updates and maintains elementary classroom accounts.
- Monitors the student information system projected enrollment report for distribution of student materials.
- Plans for, inventories, and coordinates the distribution of consumable student workbooks.
- Analyzes data to make decisions about materials that are no longer current and up to date; confers with supervisor and/or coordinators for final decisions.
- Monitors and oversees the opening and closing of classrooms.
- Communicates directly with teachers, Media and Technology Integration Specialists, and other staff to solve problems, find curriculum and work on projects.
- Performs library media functions of checking out/in materials and shelving.
- Manages, updates, and maintains database for all curriculum supplies.

- Analyzes data to create order lists for all curriculum.
- Works with technology support to maintain ongoing process of material order system.
- Maintains inventory and database of assistive technology devices and equipment (e.g., AAC systems, switches, mounts, iPads).
- Assists with assembly, testing, and routine maintenance of AT devices and 3D-printed components (e.g., custom mounts and switch holders).
- Inspects returned AT equipment for damage and functionality.
- Provides basic remote troubleshooting and support for AT devices (e.g., reconnecting Bluetooth switches, device set up)
- Answer incoming calls and emails to the IT Help Desk as the first point of contact.
- Record requests in the ticket system and assign them to the right team member.
- Resolve simple problems like password resets or account access using provided guides.
- Keep staff informed about the status of their request.
- Follow clear steps for escalating more complex issues to higher-level support.

Ancillary Job Functions

- Sorts mail once a day.
- Performs other related duties as assigned.

Required Qualifications – Required qualifications to effectively perform the job at the time of hire. An equivalent combination of education, training, and experience will be considered. Additional requirements and/or substitutions may be requested and require the approval of HR.

- High school diploma or GED
- Library Media Center and Information Technology experience.
- Experience with computers and inventory management.

Preferred Qualifications – Highly desired education, training, and/or experience that may be helpful in performing the job, if applicable.

- Associate degree or two years of experience in relevant area.
- Knowledge of the ECASD Elementary Curriculum.

Knowledge, Skills, and Abilities – May be representative, but not all-inclusive, of those commonly associated with this position.

- Ability to manage large and varied inventory.
- Ability to work independently on a day-to-day basis without direct supervision.
- Ability to multitask and prioritize tasks effectively under pressure.
- Ability to maintain effective communication with District employees.
- Ability to quickly learn computer software.
- Ability to analyze transactions for the purpose of ordering.
- Experience with Microsoft Office, Microsoft Excel, databases, library automation systems, and online catalog systems.
- Ability to solve problems independently.
- Ability to handle detailed record keeping.
- Excellent organizational skills

- Ability to assemble, maintain, and troubleshoot basic AT equipment (including 3D-printed components and device mounts).
- Ability to serve as a positive role model for students, demonstrate responsible and thoughtful behavior.

Work Environment – Environmental or atmospheric conditions commonly associated with the performance of the functions of this job.

- General office/school environment and moderate noise levels

Physical Requirements – The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Frequently required to engage in physical activity for extended periods of time.
- Frequently required to talk and listen.
- Will be required to grasp, reach, and stoop/kneel/crouch.
- Will be required to lift up to 50 pounds,
- Requires frequent wrist, hand, and finger movements to operate a computer and/or related office equipment.
- The employee shall remain free of any alcohol or illegal substance in the workplace in compliance with Policy 4122.01 throughout his/her employment in the District.