

Revised: 06/08/26

Approved: 11/14/16

TITLE: Assistant Technology Technician

QUALIFICATIONS:

1. Graduation from high school or possession of a high school equivalency diploma.
2. Ability to assist in software and hardware installation, configuration, maintenance, and troubleshooting.
3. Ability to assist in troubleshooting personal computers, operating systems, application software, network printing, and related technology equipment.
4. Working knowledge of, or ability to develop working knowledge of, the capabilities of computer equipment, software packages, instructional technology platforms, and administrative technology systems utilized by the school district.
5. Ability to assist teachers, students, administrators, and staff in the use of computers, software packages, peripherals, and district-approved technology resources.
6. Ability to understand software manuals, technical documentation, district procedures, and their applicability to instructional and administrative technology needs.

REPORTS TO: Director of Technology and Assessment

JOB GOAL: Provide direct support to the end users through the district's Helpdesk ticketing system. In addition, the Assistant Technology Technician will provide support to routine functions such as imaging, inventory and device repairs; does related work as required.

PERFORMANCE RESPONSIBILITIES:

1. Installs and maintains software applications and peripherals on personal computers;
2. Troubleshoots hardware, software and network printing problems;
3. Assists in performing routine updates on technical devices;
4. Responds to assigned Helpdesk tickets for direct assistance with instructional and administrative technology needs.
5. Supports technology purchasing procedures, including assisting with inventory documentation, equipment verification, supply needs, and related technology records.
6. Orders, receives, organizes, and maintains technology-related supplies, as assigned.
7. Carries out repair tasks and device support activities assigned through the district's Helpdesk, or inventory management system.

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8. Communicates with vendors, service providers, district staff, and technology team members regarding troubleshooting, repairs, equipment status, warranty issues, and technical support needs, as assigned.

9. Supports the deployment, collection, repair, replacement, tracking, and maintenance of student, staff, instructional, and administrative technology devices.

10. Updates and maintains a catalog or inventory system of applications, licenses, instructional technology resources, and related technology assets, as assigned.

11. Carry out the district's technology plan, providing technical assistance, as needed.

12. Upholds and enforces school rules, administrative regulations and board policy.

13. Perform other duties within the scope of employment as may be assigned.

PHYSICAL DEMANDS: Requires operating computer equipment, moving and lifting computer equipment, and related peripherals.

TERMS OF EMPLOYMENT: 12-month exempt employee.

ANNUAL EVALUATION: Performance of this job will be evaluated annually in accordance with New Jersey State law and the provisions of the Board's policy on evaluations.