

District Technology Assistant

Department: Technology

Reports to: Director of Technology or designee

Schedule: Year-round; 40 hours per week

Position Summary

The District Technology Assistant provides first-level technology support to district staff and students while performing administrative duties that support the daily operations of the technology department.

This position assists with common hardware, software, and classroom technology issues; maintains accurate records, supports purchasing, inventory, scheduling, and communication. The successful candidate will be organized, approachable, dependable, and able to explain technology clearly to users with varying levels of experience.

Essential Duties and Responsibilities

Technology Support

- Serve as an initial point of contact for staff and student technology requests through the district's help desk system.
- Review, prioritize, document, and respond to assigned support tickets.
- Troubleshoot common issues involving computers, Chromebooks, printers, software, internet connectivity, and user accounts.
- Assist staff with classroom technology, including interactive displays, wireless screen sharing, and audiovisual equipment.
- Install approved software, updates, printers, and peripherals using established district procedures.
- Assist with device setup, distribution, collection, cleaning, and routine maintenance.
- Perform basic repairs and coordinate warranty service or vendor repairs as directed.
- Assist with password resets and account access requests after verifying identity and authorization.
- Provide basic user instruction.
- Escalate complex technical problems, suspected security incidents, and requests requiring elevated access to appropriate technology staff.
- Record troubleshooting steps, actions taken, and resolutions in the help desk system.

Administrative Support

- Prepare correspondence, reports, forms, spreadsheets, and other department documents.
- Maintain technology inventory records, including device assignments, asset tags, repair history, and equipment status.

- Assist with purchasing by gathering quotes, preparing requisitions, tracking orders, and verifying deliveries.
- Organize invoices, warranty information, vendor contacts, service agreements, and software license records.
- Track license quantities, assets, subscription renewals, and service deadlines.
- Schedule appointments, vendor visits, and equipment deliveries.
- Respond to routine inquiries and communicate service updates to staff.
- Assist with device checkout records, and related paperwork.
- Support technology projects, staff onboarding, and beginning- and end-of-year activities.
- Perform other related duties as assigned.

Required Qualifications

- High school diploma or equivalent.
- Basic knowledge of computer hardware, common office applications, and troubleshooting.
- Proficiency with email, word processing, spreadsheets, and accurate data entry.
- Strong organizational skills and attention to detail.
- Clear written and verbal communication skills.
- Ability to provide patient, professional customer service to staff and students.
- Ability to follow established procedures, manage competing priorities, and recognize when an issue requires escalation.
- Ability to handle confidential information appropriately and follow district privacy and security procedures.
- Ability to work independently on assigned tasks and collaboratively with district staff.
- Willingness to learn new technology and participate in job-related training.

Preferred Qualifications

- Experience providing technology support in a school, office, or customer service environment.
- Experience supporting macOS, ChromeOS, Windows, or Google Workspace.
- Experience using help desk, device management, or inventory systems.
- Experience with administrative support, purchasing, and record keeping.
- Relevant technical coursework, certification, or an equivalent combination of education and experience.

Working Conditions and Physical Requirements

Work is performed in offices, classrooms, and other district facilities and may require travel between buildings. Duties involve regular computer use, moving and setting up equipment, and occasional bending, kneeling, or reaching. The employee must be able to perform the essential functions of the position, with or without reasonable accommodation.