



Annandale Public School District 876

JOB DESCRIPTION

Position Title:

Technology Support Assistant

Department:

Technology

Immediate Supervisor:

Director of Technology

Grade Placement:

11

FLSA Status:

Non-Exempt

Job Summary:

Under the direction of the Director of Technology, the Technology Support Assistant is responsible for providing technical support, training, and assistance to end users of the district network and technology systems.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Provides technical support to staff and students within the district.
 - Provides timely resolution to help desk tickets.
 - Assists in the management, set-up, and maintenance of software, apps, and electronic devices.
 - Provides support and helps manage state online testing.
 - Supports the phone system.
 - Assist with purchasing of software, apps, and electronic devices.
 - Provides training and support for utilization of software and devices.
 - Assist in management of user access to network, software, and phone system.
2. Support the district website. Post information to the web site; train staff as needed and appropriate; work with vendor for advanced design needs.
3. Maintain current district-wide inventory of technology equipment.
4. Attends district technology meetings.
5. Performs other related duties as assigned.

EDUCATION AND KNOWLEDGE REQUIREMENTS

Education Training and Experience Requirements:

- High School Diploma or equivalent.
- At least 3-6 months of related previous experience

License/Certification Requirements:

- None

Knowledge required to perform the essential functions of the job:

- Knowledge of technology/technology products including computers, ipads, chromebooks and printers.

- **Knowledge of computer applications, operating systems and the internet.**

WORK SKILLS AND CHARACTERISTICS

Skills required to perform the essential functions of the job:

- **Ability to interact and communicate effectively and appropriately with students and staff.**
- **Skilled in establishing and maintaining effective working relationships with employees, supervisors, and building staff.**
- **Skilled in supporting multiple forms of technology.**
- **Ability to problem solve and troubleshoot in a variety of hardware and software situations.**
- **Ability to responsibly, appropriately and effectively use technology.**
- **Ability to learn changing technology.**
- **Ability to multitask.**
- **Ability to use and maintain technology equipment**
- **Ability to work with minimal supervision.**

PHYSICAL REQUIREMENTS

Physical requirements associated with the position can be best summarized as follows:

Medium Work. Exerting up to 25 pounds of force occasionally, 10 pounds of force frequently or constantly to lift, carry, push, pull or otherwise move objects.