



Classified Job Description

CSEA Revised: December 16, 2013
NJUHSD Board Approved: January 8, 2014

Position Title:	TECHNOLOGY SUPPORT ASSISTANT
Contract Term:	12 months per year
Salary Range:	21

GENERAL DEFINITION:

Under the supervision of the Director of Technology and Information Systems / Designee, the assistant will staff a district-wide help desk responding to questions from a wide variety of users of technology.

UNDER SUPERVISION OF:

Director of Technology and Information Systems

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Will be responsible for the district technology "help desk" by answering technology questions via the telephone or e-mail. Deals directly with end users to provide technical support and guidance. Will be primary contact for diagnosing and troubleshooting client hardware and software systems. The assistant will provide remote assistance for issues that can be resolved remotely. Will triage any technology issues that require on-site assistance via a work order system.
2. The assistant will be responsible for the creation of user accounts and resetting passwords for staff, students and parents needing to access to the online grading system. Assistant will input e-mail addresses and maintain passwords. Will be responsible for making sure employee contact information in the Active Directory Global Address List is accurate and up to date.
3. Responsible for requesting and comparing vendor quotes for basic end user technical equipment such as printers, scanners, and computer hardware. Assists in the preparation of specifications for the purchase of PC based computers. Provide purchasing support to technology staff by assisting in the preparation of specifications for technology purchases. Monitors vendor support web sites for new support documentation and maintenance patches, and applies or recommends fixes as needed.
4. Responsible for monitoring the district and school websites for outdated information. The assistant will notify the appropriate web master of information that needs to be updated.
5. Assist District administration in the posting on and monitoring of social media.
6. As a member of the technology staff, will assist with the installation of computer hardware and software, as necessary. Provides help to site technicians with work orders and other technology issues when requested. Will be responsible for setting up presentation equipment when required. Performs minor preventative maintenance on printers, copiers, and other peripherals.
7. The assistant will be the primary contact for departments requesting technology assistance during non-working hours and will communicate all such requests to the Director of Technology for approval. Will be responsible for ensuring the required assistance is provided by a technology team member.
8. The assistant will act as the primary contact for sites requesting telephone services. The assistant will coordinate all telephone service requests with the district telephone contractor. Will be responsible to ensure client requests for phone changes and/or other services are performed by the telephone contractor. Will be required to compare invoices for parts/services rendered with actual parts/services received. Will provide district business office with monthly reconciliation sheets authorizing payment.
9. The assistant will act as the district liaison for clients requesting printer services and the printer maintenance contractor. Will be responsible to ensure client requests for printer cartridges and/or other maintenance is performed by the printer maintenance contractor. Will be required to compare invoices for parts/services rendered with actual parts/services received. Will provide district business office with monthly reconciliation sheets authorizing payment.

10. Maintains inventory list of technology supplies and equipment. Responsible for making sure the supply cabinet is stocked.
11. Works in conjunction with NJUHSD technology personnel.
12. Must be able to meet and interact with employees and parents/guardians in routine situations, which require tact, discretion, and courtesy.
13. Other related duties as assigned.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

EDUCATION AND/OR EXPERIENCE:

An individual must have any combination of education and experience equivalent to an associate's degree in computer science, information technology, or a related field; can demonstrate knowledge of principles, concepts, and methods of applicable computer technology and its most effective and efficient utilization; good knowledge of, or ability to quickly learn, instructional technology requirements; knowledge of standard computer operating systems and the software used in a network environment; knowledge of two or more computer and network operating systems, and proficiency at standard desktop and communications applications and protocols; and ability to communicate effectively, both orally and in writing. A+ and Network+ certifications are highly desirable.

CERTIFICATES AND LICENSES:

Must possess a valid First Aid Card and CPR Certificate. Valid California drivers' license and evidence of insurance, access to an automobile, TB, and criminal justice fingerprint clearance.

OTHER SKILLS AND ABILITIES:

Ability to operate a computer and related software. Ability to communicate clearly and concisely, both orally and in writing and the ability to interact positively with schools and community. Ability to handle a multitude of responsibilities with minimal supervision. Possession of an appropriate, valid motor vehicle operator's license and proof of insurance. Basic computational skills.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent, draw and interpret graphs. Performs arithmetic calculations at the level necessary for satisfactory job performance.

LANGUAGE SKILLS:

Ability to read and interpret documents such as operating and maintenance instructions, and procedure manuals.

REASONING ABILITY:

Ability to understand and to carry out detailed written, oral, and technical instructions. Ability to define problems, collect data, establish facts, and draw valid conclusions.

PHYSICAL DEMANDS:

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. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

The employee must be able to:

- Lift and/or move up to 50 pounds such as technology and networking equipment.
- Push or pull items such as furniture and equipment.
- Climb a step stool or ladder and reach above shoulders.
- Sit or stand for extended periods of time.

- Squat, stoop or kneel.
- Reach above the head and reach forward.
- Stand, walk, use hands and fingers to handle, or feel objects, tools, or controls; use hand strength to grasp tools; and to talk and hear.
- See up close, have color and peripheral vision, have depth perception, and the ability to adjust focus.
- Frequently bend or twist at the neck and trunk.

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. While performing the duties of this job, the employee regularly works indoors in office and school environments and will occasionally work outdoors. The employee must be able to meet deadlines with severe time constraints. The noise level in the work environment is usually moderate.

The information contained in this job description is for compliance with the American with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed for this position. The individuals currently holding this position perform additional duties and additional duties may be assigned.