TECHNOLOGY ASSISTANT
POSITION DESCRIPTION

Description of Position

The Technology Assistant, under the general supervision of the Technology Coordinator, provides support for computer technology to ensure equipment and programs are operational.

Classification   Classified Employment

Work Year   180 Days

1. Qualifications

1.1 Some college or technical training preferred.

1.2 No less than two years providing tech support in an organization or school setting. Previous customer service experience strongly desired.

1.3 Friendly presence and helpful attitude; good interpersonal skills and ability to work well with others.

1.4 Ability to provide technical support over the phone; good phone skills, professional demeanor.

1.5 Good problem solving skills; ability to visualize a problem or situation and think abstractly to solve it.

1.6 Ability to handle constantly changing flow of traffic; remain productive during slow times, be able to multi-task effectively during busy times, exercise patience and professionalism during stressful situations.

1.7 Ability to work responsibly with or without direct supervision.

1.8 Working knowledge of common software applications, including but not limited to, Microsoft Office and Apple iLife Suite.

1.9 Ability to maintain confidentiality of school-related information.

1.10   Ability to establish effective rapport with pupils and maintain effective working relationships with administrators, teachers, parents, and other staff members.

2. Duties and Responsibilities

2.1 Be present and visible to assist students, staff, and faculty seeking assistance from the computer Help Desk.

2.2 Serves as a member of the Larkspur School District Technical Support Team by providing technical support over the telephone and in person.

2.3 Presents issues to Technology Coordinator when appropriate.

2.4 Installs, maintains, and repairs all types of technology equipment and software.

2.5 Troubleshoots and resolves problems that occur with hardware or software.

2.6 Keeps all network workstations, printers, scanners, and other network resources operational.

2.7 Follow standard Help Desk operating procedures; accurately log all Help Desk requests using call tracking software and direct calls to Technology Coordinator as necessary.

2.8 Know fundamental operations of commonly used software, hardware, and other equipment.

2.9 Become familiar with available help resources; stay updated on district technology changes or issues.

2.10   Attend all Help Desk training sessions.

2.11   Performs other duties as assigned.

3. Organizational Relationship

3.1 Supervision – Technology Coordinator

3.2 Evaluation – Principal