

CENTRAL NINE CAREER CENTER



Job Description

TITLE: Technology Assistant
STATUS: Full Time 12 Month Employee
Non Certified Position
Hourly Position
PERIOD: July 1st – June 30th
EVALUATED BY: Technology Coordinator
APPROVED:

QUALIFICATIONS:

- High School Diploma Required; some college and/or IT certifications preferred
- 1-2 years hands-on experience, or application through degree program in IT field
- Wide range of computer hardware and software experience in a networked environment
- Pass a Criminal History Background Check
- The ability to communicate effectively both orally (in groups and one-on-one) and in writing.
- Demonstrated organization skills, and attention to detail
- Ability and willingness to learn new systems and technology.
- Motivated and self-directed

NATURE AND SCOPE OF JOB:

- Provide assistance to the technology department in completing IT work orders for both High School and Adult Education programs, teachers, and staff.

PERFORMANCE RESPONSIBILITIES:

- Follow all rules, policies, and guidelines of Central Nine Career Center, as well as state and federal regulations pertaining to schools/technology issues.
- Maintain confidentiality and privacy regulations.
- Troubleshoot, analyze, and diagnose technological problems.
- Categorize, prioritize, and resolve technical issues in a timely and efficient manner related to a variety of technologies.
- Assist with upgrades and replacements of technology equipment, software, and supplies.
- Establish a customer-driven technical support environment.
- Perform end-user support for desktops, tablets, laptops, projectors, document cameras, etc. in multiple locations along with providing support for software, hardware, and various infrastructure related issues.
- Support the installation and configuration of printers, copiers, projectors, and desktops.
- Manage hardware inventory and conduct basic hardware repair as it relates to end-user devices.
- Monitor and maintain problem status/resolution information in a trouble ticket system.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is regularly required to sit. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. Ability to lift up to 50 lbs. such as printers, computers, and monitors. Specific vision abilities required by this job include close vision, and the ability to adjust focus. Ability to withstand long term use of Video Display Terminals is required. The employee is regularly required to meet deadlines with severe time constraints and interact with the public and staff in addition to meeting multiple demands from several people.