

**FRASER PUBLIC SCHOOLS
FRASER, MICHIGAN**

TITLE: Technology Support Assistant

QUALIFICATIONS:

- High School Diploma required
- Associates degree desired, relevant work experience will be considered in lieu of degree
- A+ certification, Apple Technician certification, or equivalent experience recommended
- Familiarity with Windows 8, Mac OS Mountain Lion and Mavericks, and iOS devices/apps
- Experience providing 1st level support as it relates to building technology (preferably in an educational setting)
- Experience with installation, upgrade, repair, and maintenance of computer software, hardware, and peripherals
- Commitment to maintaining a high level of customer service
- Ability to work effectively with staff and students at their skill levels
- Effective communication, problem solving, multi-tasking, and organizational skills
- Capacity to thrive in a team-oriented environment
- Ability to train and support staff and students in the use of educational technologies
- Ability to adapt and learn new technologies needed to support staff and students
- Excellent interpersonal skills
- Self-directed, self-motivated and ability to work with interruptions
- Have a willingness to continue to renew and add certifications and skills
- Have a high level of personal integrity and sensitivity to confidential information
- Ability to lift a minimum of 50 lbs and service ceiling mounted devices
- Such alternatives to the above qualifications as the Board of Education may find appropriate and acceptable

REPORTS TO: Director of Educational Technology and Information Systems

SUPERVISES: None

JOB GOAL: The primary responsibility shall be to provide technology support to the staff and students needed to meet their educational goals and ensure minimal interruption to the learning environment and operations of the building.

ASSIGNED RESPONSIBILITIES:

1. Assist staff and students in the use of all district technology
2. Manage building help desk requests and provide assistance on all district technologies to staff and students
3. Identify, research and resolve technology-related problems and troubleshoot building problems thoroughly before forwarding to district device support
4. Maintain an inventory listing of all technology in the building
5. Install technology and perform maintenance as directed by the district technology department
6. Assist staff with quoting and ordering of technology related supplies

7. Keep up to date on current technology tools in K12 education and provide training and documentation as needed
8. All other duties assigned by Director of Educational Technology and Information Systems and/or building principal

TERMS OF EMPLOYMENT: Ten (10) Month non-bargaining unit position
Days/Hours are determined based on building/district needs and various times of the school year.

EVALUATION: Evaluation of this job will be performed annually by the Director of Educational Technology and Information Systems.

This job description in no way states or implies that these are the only duties to be performed by the employee. He or she will be required to follow any other instructions and to perform any duties requested by his or her management that generally fit into the job expectations.

Essential Functions of the job as per the Americans with Disability Act (ADA)

FRASER PUBLIC SCHOOLS DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, AGE, HEIGHT, WEIGHT, RELIGION, MARITAL STATUS, OR DISABILITY IN ITS PROGRAMS AND ACTIVITIES. THE FOLLOWING PERSON HAS BEEN DESIGNATED TO HANDLE INQUIRIES REGARDING THE NONDISCRIMINATION POLICIES: DIRECTOR OF HUMAN RESOURCES, 33466 GARFIELD, FRASER, MI 48026 (586) 439.7000.

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