

## **TECHNOLOGY SUPPORT**

### **DEFINITION:**

Under the supervision and direction of the Technology Coordinator, the assistant will provide technical support to staff and students, perform maintenance on networked equipment, and assist the Technology Coordinator with the administration of educational software.

### **TYPICAL TASKS:**

Assist Technology Coordinator with maintenance and cleaning of educational technology. Maintain clear communication and cooperative working relationships with clients, staff, other agencies.

Provide technical assistance to schools. Troubleshoot minor repairs on computer equipment. Keep a record of inventory, repairs, etc. Support staff with all district software. Manage student and staff user accounts for various educational applications.

Install operating systems and assorted software on workstations. Perform web site maintenance and updates. Internet safety training for all students, grades K-12.

### **EMPLOYMENT STANDARDS:**

Knowledge of: Basic computer hardware, software, and networking.

Ability to: Demonstrate expertise in the use of technology; Repair workstations; Install windows software; Move and clean equipment; Work with professional and technical personnel; Establish and maintain clear communication and cooperative working relationships with staff, students, and other agencies; Express ideas and concepts clearly and concisely in both oral and written form, and work collaboratively with individuals and groups from varied cultures, backgrounds, and classifications.

### **EDUCATION/EXPERIENCE:**

Any combination equivalent to: high school standing with demonstrated knowledge of computer technology.