

Decatur County Community Schools
Job Description

Title: Technology Assistant

Reports To: Superintendent

Employment Status: 220 Day per year Contract

Type of Position: Non-Certified

Qualifications:

1. 1-3 years technical experience in a desktop support position, K-12 education experience is preferred
2. CompTIA A+ certification preferred, CompTIA Network+ certification also preferred
3. Excellent customer service background with professional appearance and communication skills required
4. Work both effectively with others in a team environment and independently with minimal supervision and guidance
5. Identify Tier 1 issues and resolve them without direction
6. Ability to lift and move computers and other potentially heavy technology hardware
7. Possess reliable transportation to travel between schools
8. Maintain an organized work area
9. Work normal school hours including school breaks/interruptions while also being reachable and flexible to work critical and urgent tickets that may come in during non-school hours.

Essential Functions:

1. Provide end user support for software platforms (Google Docs, Sheets, Canvas, etc.).
2. Provide Tier I onsite technical support for the school by responding to issues submitted by the school staff and/or students with a focus on Canvas.
3. Help execute device deployment at beginning of school year and collection of 1:1 devices at the end of the school year
4. Perform computer imaging, software installations, and maintain/repair technology inventory
5. Troubleshoot and repair various devices and peripheral equipment including, but not limited to, iPads, Macbooks, Chromebooks, Windows laptops, Windows Desktop PCs, interactive whiteboards, etc.
6. Help maintain and implement the overall technology vision for the school
7. Escalate problems to higher-level technical support professionals when necessary
8. Collaborate and communicate with higher-level technical support until problems are fully resolved
9. Be exceedingly flexible with scheduling and adapt quickly to changing priorities
10. Communicate with school personnel and other colleagues regarding the status of tickets, projects, and other important technology updates and changes.

11. Other duties and responsibilities as assigned by the Director of Technology.