

Pierce Joint Unified School District

Job Description

JOB TITLE: **TECHNOLOGY ASSISTANT**

SALARY SCHEDULE:	Classified	SALARY LEVEL:	8
DEPARTMENT:	District Office	LOCATION:	All District Sites
REPORTS TO:	Director of Technology	BOARD APPROVED:	11/19/2020
		REVISED:	11/18/2021

SUMMARY:

Under the direction of the Director of Technology or designee, perform a variety of professional duties that involve first point of contact for student device related support; repair student devices and other computers; order and inventory replacement parts; document repairs and perform on site technology support where needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Be the first point of contact for student device related support; assist students and parents with creating repair forms, assign loaner devices, initial troubleshooting, and coordinate pickup of repairs and returns.
- Maintain inventory of Chromebook repairs.
- Coordinate ordering of HP warranty parts for repairs.
- Assist with and perform repair of Chromebooks and other computer devices, inventory parts used for repairs, and document repairs performed; notify Director of Technology of problems that require higher level of maintenance or repair.
- Assist with the installation of computer devices and related peripheral equipment including printers and scanners; connect computers to local area networks; access the Internet via the local area network.
- Assist with troubleshooting and maintaining computer equipment; perform diagnostics on computer devices to determine problem correction procedure.
- Attend and participate in staff meetings and in-service activities; attend workshops, conferences, and classes to increase professional knowledge; stay abreast of new technologies and software.
- Provide phone and virtual support and availability as needed.
- Perform data analysis of various software programs and create reports as required.
- Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Uses and operation of computer devices and peripherals equipment.

ABILITY TO:

- Be service oriented.
- Learn the functions of assigned duties.
- Learn new software products with or without formal training and adapt to changes in technology.
- Deal effectively with demands of itinerant position.
- Resolve computer systems and software malfunctions and procedural problems
- Understand the organization and operation of the assigned site in order to assume assigned responsibilities.

- Work with confidentiality and discretion.
- Deal tactfully and courteously with computer system users.
- Establish and maintain cooperative working relationships with individuals and vendors.
- Type accurately for successful job performance.
- Write and speak clearly and effectively.
- Bilingual English/Spanish preferred.

EDUCATION AND EXPERIENCE:

Any combination of education, experience, and training which would indicate possession of the knowledge, skills, and abilities. Minimum requirement: High School diploma and two years of related and practical experience in a computer or service oriented environment.

LICENCES AND OTHER REQUIREMENTS:

Valid California Driver's License

WORKING CONDITIONS:

ENVIRONMENT:

- Working inside classrooms and offices with constant interruptions.
- Continually moving between school sites either by foot or by personal auto.
- Working in a room with electronics running at a high decibel level.
- Occasionally work outside.

PHYSICAL ABILITIES:

- Sufficient vision to read printed materials and video display screens.
- Ability to speak in an understandable voice with sufficient volume to be heard in normal conversational distance, classroom environment, and on the telephone.
- Sufficient hearing to conduct in-person, classroom, and telephone conversations.
- Ability to sit or stand for extended periods of time.
- Sufficient mobility to move about, stoop, and reach.
- Lift, push, pull, and carry object weighing up to 50 pounds.
- Dexterity of hands and fingers to operate computer terminal and standard office equipment.
- Dexterity of hands and fingers to remove, repair and replace computer equipment and peripherals.
- Drive vehicle to conduct work.