

COMMUNITY CONSOLIDATED SCHOOL DISTRICT 59
Elk Grove Township Schools

ASSIGNMENT: Technology Assistant

GROUP: ESP

DEPARTMENT: Innovative Learning and Communications

TERMS OF EMPLOYMENT: 10 Month

FLSA STATUS: non-exempt

REPORTS TO: Director of Information Systems and Services/Building Principal

JOB GOAL (PURPOSE/OBJECTIVE): Provide support of the school's technology program and equipment and assist all users of technology. The technology assistant is the first-level position for the technology department.

QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED):

- Sufficient formal and/or informal training to provide the ability to perform duties as listed below.
- Technical expertise using and maintaining the current and incoming district equipment and systems.
- Excellent customer service relation skills.
- Highly effective communication, listening, collaboration, and interpersonal skills
- ELS-PARA License
- Must have the ability to travel to/from various locations in the district as needed

PERFORMANCE RESPONSIBILITIES:

- Assists school employees and students in all technology-related troubleshooting.
- Basic data update to the inventory database and fulfillment of work orders.
- Deployment of computer images and basic software update/installs and troubleshooting.
- Routine maintenance and support of staff and student devices.
- Manage repair workflow from building to district office
- Other duties as assigned by supervisor

CORE COMPETENCIES

- Highly ethical and able to maintain confidentiality.
- Demonstrates professional conduct at all times.
- Committed to continuous improvement and data based decision-making.
- Displays quality work through accuracy and attention to detail.
- Effective written, verbal, and technology based communication skills.
- Works effectively and productively as a member of a team.
- Exhibits a service orientation.
- Demonstrates technology skills as required by job responsibilities.
- Excellent attendance and punctuality.

Physical Activity Requirements

- Routine physical activity associated with normal school environment.
- While performing the duties of this job, the employee is regularly required to speak and hear to exchange information.
- The employee is frequently required to stand and walk. The employee is occasionally required to sit; climb and balance; bend at the waist, stoop, kneel, and perform work which involves occasional lifting, pushing and or pulling of objects up to 20 lbs.
- Specific vision abilities required by this job include close visual acuity, preparing and analyzing data, viewing computer, extensive reading.

