

## JOB DESCRIPTION

### Fayetteville City School System

#### TECHNOLOGY ASSISTANT

##### Purpose Statement

The job of Technology Assistant was established for the purpose of completing activities designed to provide high level technical support, supervising and training department staff, managing assigned projects and providing leadership in the areas of district technology usage.

This job reports to Director of Schools. Immediate Supervisor is Information Technology Coordinator.

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##### Essential Functions

- Receives trouble calls on equipment and diagnoses problems.
- Assists terminal operators with operation and equipment problems.
- Performs minor maintenance to equipment such as cleaning, projectors, computers and printers.
- Follows procedures to ensure systems and equipment security and protect file integrity.
- Performs local and remote testing on equipment, including running computer programs to diagnose faults.
- Performs equipment repair, builds cables, replaces boards and components to identify or remedy failures.
- Performs all functions required to prepare and install microcomputers and related equipment, including connections to the data communications network.
- Assists in the preparation and installation of software and peripheral devices.
- Assists in the diagnosis and resolution of software problems.
- Prepares and coordinates sending equipment out for repair.
- Orders and inventories spare parts, including surplus equipment for usable parts.
- Evaluated requests for microcomputer services, develops alternate proposals and recommends new applications.
- Trains users in the basic operation and maintenance of microcomputers and related components.
- Assists in the development of proposals for the procurement of information systems and services.
- Operates other information technology related equipment such as scanners and printers.
- Performs miscellaneous functions as required, including but not limited to calling vendors to report/resolve problems, assist with demonstrations and site preparations.
- Maintains up to date inventories of all technology equipment.

##### Other Functions

- Performs other related duties as assigned, for the purpose of ensuring the efficient and effective functioning of the work unit.

## **Job Requirements: Minimum Qualifications**

### **Skills, Knowledge and Abilities**

SKILLS are required to perform multiple, technical tasks with a need to routinely upgrade skills in order to meet changing job conditions. Specific skill-based competencies required to satisfactorily perform the functions of the job include: utilizing pertinent network applications, operating system monitoring and troubleshooting hardware and software, adhering to safety practices, planning and managing projects and maintaining accurate records.

KNOWLEDGE is required to review and interpret highly technical information, and speak persuasively to implement desired actions and analyze situations to define issues and draw conclusions. Specific knowledge-based competencies required to satisfactorily perform the functions of the job include: current legacy and emerging operation systems (multi-platform) environments and network protocols; router configurations; Inter/Intranet applications; data security and recovery, project management, processes and methodology; IP telephone; video surveillance.

ABILITY is required to schedule activities, meetings, and/or events; often gather, collate, and/or classify data; and consider a number of factors when using equipment. Flexibility is required to independently work with others in a wide variety of circumstances; analyze data utilizing defined but different processes; and utilize equipment under a variety of conditions for multiple purposes. Ability is also required to work with a diversity of individuals and/or groups, work with a variety of data and utilize a wide variety of job-related equipment. Problem solving is required to analyze issues and create action plans. Problem solving with data required; independent interpretation of guidelines; and problem solving with equipment is significant. Specific ability-based competencies required to satisfactorily perform the functions of the job include: setting priorities, establishing effective relationships; being attentive to detail; communicate with diverse groups; conveying technical information to non-technical audiences and working non-standard hours.

### **Responsibility**

Responsibilities include: working under limited supervision using standardized practices and methods. There is continued opportunity to impact the organization's services.

### **Working Environment**

The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing and/or pulling; some stooping, kneeling, crouching and/or crawling; and significant fine finger dexterity. Generally the job requires 50% sitting, 25% walking, and 25% standing. This job is performed in a generally hazard free environment.

**Experience:** Job related experience in specialized field is required.

**Clearances:** Criminal Justice Fingerprint/Background Clearance.

**Education:** High School Diploma.

**Certificates and Licenses:** A+ Certification, Network + Certification and Microsoft MCP desired.