

# Hartland Consolidated Schools

## Job Description

**Position:** Computer and Technology Assistant

**Reports To:** Director of Technology

**Job Goal:** To provide technology support, assistance, and training with various types hardware equipment (voice, video, data) and software applications including data warehousing.

### Qualifications:

#### *Minimum:*

1. High School Diploma
2. Excellent Communication Skills
3. Ability to serve students, staff, and the public pleasantly and efficiently
4. Self directed individual
5. Ability to work in a team environment
6. Ability to understand and work in database applications
7. Ability to work with a variety of desktop computer applications
8. Ability to handle several projects/requests simultaneously
9. Ability to maintain confidentiality
10. Ability to meet timelines
11. Ability to analyze needs/issues and develop procedures to solve problems
12. Basic understanding of network environments and typical equipment necessary to support educational environments.
13. **Experience troubleshooting and repair** of phone systems, video systems, and **computer hardware** and software
14. Ability to work with vendor representatives to assist Tech Director with purchases

#### *Preferred:*

1. Experience working in public school setting
2. Experience working in SIS application "Zangle"
3. Experience working in data warehouse application Data Director
4. Experience troubleshooting and repair of phone systems, video systems, and computer hardware and software
5. Ability to diagnose and repair Mac and PC hardware and software applications

### Responsibilities:

1. Maintain and protect the integrity of all electronic district data: student (Data Warehouse, SIS).
2. Provide training on upgrades and enhancement to district applications
3. Provide district presence at consortium meetings/trainings.
4. Attend trainings for student-services applications (Data Warehouse and SIS)
5. Assist with creation of new and management of current users in district databases

6. Export and upload transcript information from SIS to 3<sup>rd</sup> Party Applications
7. Maintain a general knowledge of Technology Department, and help troubleshoot voice, video, and data issues
8. Implement phone adds, moves, and changes
9. Troubleshoot phone handset issues (both IP and analogue).
10. Basic repair and maintenance of laser and inkjet printers and coordination with district printer maintenance partnership
11. Maintain and repair district laptop and desktop computers
12. Computer Imaging and application updates
13. Assist Tech Director with coordination of vendor representatives and quote requests
14. Participate in administrative discussions related to student data and future applications.
15. Assist teachers with data entry troubleshooting and individual assessment creation in Data Warehouse Application.
16. Other duties assigned by the Director of Technology.

**Evaluation:**

Performance for this position will be evaluated on an annual basis by the Director of Technology.

**Terms of Employment:**

52 weeks per year