

Elmhurst CUSD 205

Technology Assistant - Elementary and Middle School

Department: PSRP
Supervisor: Building Principal, or Asst. Principal
with input from the Technology Support Manager
and Librarian

FLSA Status: Non-Exempt
Classification: 1 (classified May 16,
2017)

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Approved By: DPAT

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Summary

The position of the Technology Assistant is done for the purpose of supporting students and staff in the use of technology and access to Library/Media Center resources in order to promote and support the educational program in the building of assignment.

Essential Duties and Responsibilities

- Assist the Library Media Specialist with library technology and technology-related activities.
- Assist with the library circulation desk and provide reading and research materials and assistance to students and staff.
- Assist the Library Media Specialist in the processing, maintenance, inventory and upkeep of library resources.
- Assist the Library Media Center director and classroom teachers with the application and support of technology throughout the building. (i.e. Classrooms, Maker Spaces, etc...)
- Work collaboratively with building staff and the District Technology Department to support the deployment, inventory, maintenance, and use of technology in the school setting.
- Troubleshoot basic technology issues and concerns and maintain computer hardware and software.
- Perform first-level technology hardware and software troubleshooting and issue resolution for the school. Accurately report unresolved issues to District technology through the ticketing system and/or help desk.
- Close help desk tickets that are assigned to the Technology Assistant.
- Remain current in new hardware and software advances for the purposes of supporting technology.
- Maintain technology inventory and monitor technology devices for availability and proper function.
- Assist staff and students in the resolution of issues or challenges involving technology such as desktop computers, laptops, Chromebooks, printers, copiers, document cameras, phones, and other technology and peripherals.
- Ensure that devices and other technology are appropriately distributed and set up for student and/or staff use.
- Assist with the installation of software upgrades and updates.
- Implement or assist with implementation of online testing setup, scheduling and proctoring as needed or directed.
- Reset student and staff passwords as needed.
- Provide basic technology training to staff as needed, including assisting with delivering training developed by the Technology Department (this does not include instructional or gradebook training).

- Execute minor repairs like inserting missing screws, reinserting keys dislodged from keypad.
- Prepare laptops, projectors, screens, and/or speakers and sound systems for parent, student and guest presentations or events.(does not include evening or weekend responsibilities)
- Work with office staff to order printer/copier cartridges then change out cartridges upon receipt
- Change LCD projector bulbs or clean projector filters as required.
- Effectively communicate to staff all start-of-year and end-of-year technology procedures.
- Ensure start-of-year and end-of-year technology procedures are implemented, including the deployment, recovery, and inventory of building technology.
- Other functions may be assigned.

Supervisory Responsibilities

This job has no supervisory responsibilities. (Supervisory here refers to employees, not students.)

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Analytical - Uses intuition and experience to complement data.

Continuous Learning - Assesses own strengths and weaknesses; seeks feedback to improve performance; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; uses resources effectively.

Use of Technology - Demonstrates required skills; adapts to new technologies; uses technology to increase productivity; keeps technical skills up to date.

Problem Solving - Identifies and resolves problems in a timely manner; works well in group problem solving situations; uses reason even when dealing with emotional topics.

Communications - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.

Cooperation - Establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to coworkers; works cooperatively in group situations; works actively to resolve conflicts.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; participates in meetings.

Teamwork - Exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

Written Communication - Writes clearly and informatively; able to read and interpret written information.

Conflict Resolution - Maintains objectivity; keeps emotions under control.

Diversity - Shows respect and sensitivity for cultural differences.

Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values.

Organizational Support - Follows policies and procedures; supports organization's goals and values.

Adaptability - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Achievement Focus - Measures self against standard of excellence.

Personal Appearance - Dresses appropriately for position; keeps self well groomed.

Attendance/Punctuality - Is consistently at work and on time; arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; takes responsibility for own actions.

Initiative - Volunteers readily; asks for and offers help when needed.

Innovation - Meets challenges with resourcefulness; generates suggestions for improving work.

Judgement - Includes appropriate people in decision-making process.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently.

Quality - Demonstrates accuracy and thoroughness; applies feedback to improve performance; monitors own work to ensure quality.

Quantity - Completes work in timely manner.

Safety and Security - Observes safety and security procedures; reports potentially unsafe conditions.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience - Bachelor's degree from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

Language Skills - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports.

Mathematical Skills - Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability - Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills - To perform this job successfully, an individual should have knowledge of Microsoft Excel and/or Google Sheets Spreadsheet software; Microsoft Word and/or Google Docs Word Processing software; Microsoft PowerPoint and/or Google Slides; and Google Gmail and Calendar.

Technical Skills - To perform this job successfully, an individual should have experience using LCD projectors, digital displays, Smartboards, Windows computers, Apple IOS devices, Chromebooks, document cameras, digital cameras, scanners, printer/copiers, and Cisco VoIP phones.

Certificates, Licenses, Registrations

Minimally must hold and maintain a PARA License or equivalent through the ISBE.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to stand and talk or hear. The employee is frequently required to walk; sit and reach with hands and arms. The employee is occasionally required to use hands to finger, handle, or feel and stoop, kneel, crouch, or crawl. The employee is occasionally required to climb or balance. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.