

TECHNOLOGY SUPPORT ASSISTANT (School District)

DISTINGUISHING FEATURES OF THE CLASS: This position assists the Technology Support Specialist and other network administrators with user requests throughout the school district. Incumbents will handle basic and/or mildly complex issues and collaborate with end users to address and resolve problems efficiently. Reporting to the Director of Technology or designee, this role operates by performing duties independently within the framework provided.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Provides technical assistance and support to clients via phone, email, or in-person;

Recognizes, researches, and resolves basic or mildly complex technological issues;

Operates a variety of computer equipment and machinery;

Follows procedures relating to installation and maintenance of PC equipment and software;

Participates in the maintenance of all PC computer equipment;

Installs, troubleshoots, and maintains PC equipment;

Maintains current inventory of all PC equipment and software on the network;

Assists users in support of their use of PC's and network resources;

Analyzes off-the-shelf software and modifies to suit;

May maintain or utilize telecommunications protocols;

Supports Data Privacy Officer with technology integration platforms such as Classlink, SchoolTool, etc.;

May provide training for end users in the use of equipment and software;

TECHNOLOGY SUPPORT ASSISTANT (School District)**Page 2**

Diagnose and troubleshoot hardware, software, and network issues;

Install, configure, and maintain computer systems and peripherals;

Performs routine maintenance tasks, such as software updates and system optimizations;

Documents all support interactions and resolutions in our ticketing system; and

Collaborates with senior technicians to escalate complex issues as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARAC-

TERISTICS: Familiarity with providing technical support and assistance to end users regarding computer hardware, software, and basic network issues; demonstrated ability to solve simple and/or mildly complex technical problems and communicate effectively to ensure timely resolution of technology issues and maintenance of computer systems; proficiency in Microsoft Windows and Google operating systems; basic electronic system troubleshooting; developing skills in analyzing and resolving straightforward problems; excellent customer service skills; building positive relationships with users, facilitating communication between the organization and external vendors, and communicating clearly through verbal and written channels; beginning to grasp technology trends and their potential impact.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma, and demonstrated entry-level technology aptitude and competence by successfully participating in an Entry Level Technology Support Assistant examination.

SPECIAL REQUIREMENTS: *Appointments to certain departments may require candidates to possess a valid driver's license and/or ability to lift and carry fifty (50) pounds,*

TECHNOLOGY SUPPORT ASSISTANT (School District)

Page 3

Y:\CLASSPLAN\TECHNOLOGYSUPPORTASSISTANT(SCHOOL).DOC

Originated: 9/10/2024

Jurisdictional Class: Competitive

Public Hearing: N/A

NYS Civil Service Commission Approval: N/A

Reviewed and placed in Classplan: 10/15/2024