

**MONTVILLE PUBLIC SCHOOLS
JOB DESCRIPTION**

TECHNOLOGY AIDE

QUALIFICATIONS:

- High school diploma required; associate's degree or coursework in Information Technology or Computer Science preferred.
- Experience with computer operations, recordkeeping, or customer service preferred.
- Knowledge of computer hardware and software, particularly Chromebooks and student devices, is desirable.
- Strong organizational and communication skills.
- Proficiency with spreadsheets, databases, and other office software.
- Ability to manage multiple tasks accurately and efficiently.
- Knowledge of website design and html.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of basic computer systems, device setup, and troubleshooting procedures.
- Ability to maintain accurate financial and inventory records.
- Skill in organizing and prioritizing work to meet deadlines.
- Ability to communicate effectively, both orally and in writing.
- Strong attention to detail and accuracy in data entry and recordkeeping.
- Ability to work independently and collaboratively as part of a technology team.
- Customer service orientation and a willingness to learn new technology systems.

REPORTS TO:

Director of Technology / Senior Technology Support Specialist

JOB GOAL

To support the district's 1:1 student device program and provide assistance to the technology department in maintaining accurate records, managing device repairs, and ensuring efficient technology operations across the district.

EXPECTATIONS:

- Maintain accurate records of student devices, payments, and repairs.
- Provide courteous and professional service to students, staff, and families.
- Ensure the timely processing of device repairs and insurance payments.
- Support the technology department in maintaining up-to-date asset management records.
- Assist with state technology reports and other administrative tasks as assigned.

- Demonstrate reliability, initiative, and attention to detail in all work performed.

PERFORMANCE RESPONSIBILITIES

Student Device Management

- Maintain accurate records of student device distribution, insurance payments, and repair invoices.
- Arrange and track device repairs through approved vendors or in-house service.
- Maintain an inventory of device parts for on-site repairs.
- Track the adding, moving, and changing of student technology assets.
- Monitor and update the workflow for repairs and replacements.

Financial and Recordkeeping Duties

- Maintain and reconcile student device banking accounts.
- Record payments, refunds, and repair fees accurately.
- Generate and maintain invoices and receipts for student device transactions.
- Assist in compiling financial and inventory reports for review by the Director of Technology.

Technical and Administrative Support

- Log problem resolutions in the district's work order system to maintain detailed service records.
- Assist the technology team with device setup, configuration, and testing as needed.
- Maintain documentation of student device procedures, including repairs, replacements, and returns.
- Assist with state and district reporting requirements as directed.

Communication and Customer Service

- Communicate effectively with students, parents, and staff regarding device issues, repairs, and policies.
- Provide clear and courteous support for questions about device insurance, damage, or loss.
- Collaborate with other members of the technology department to ensure efficient service and support.

ADDITIONAL RESPONSIBILITIES:

- Help Maintain the District website and social media accounts.

JOB REQUIREMENTS:

- a. Physical requirements
Ability to sit, stand, walk, reach, and bend regularly in the performance of duties.
Ability to lift, carry, and move technology equipment weighing up to 25 pounds.
Ability to work in confined spaces such as under desks or in storage areas.
Ability to travel between district buildings as needed.

- b. Certificates, Licenses, Registrations
Valid driver's license required.

TERMS OF EMPLOYMENT:

- Salary and benefits consistent with the district compensation plan and relevant experience
- 19.75 hour work week
- Part-time, 10-month position

Approved: Date