

## Garfield RE-2 Building Technology Assistant

### JOB DESCRIPTION:

Building Technology Assistant (BTA) is responsible for maintaining computers, tablets (and other mobile devices), Chromebooks, printers, phones, educational technology (including presentation systems, document cameras, and projectors); report status of computers, printers, and other educational technology throughout the system to the Director of Instructional Technology; establish and maintain favorable relationships with all employees in the Garfield RE-2 School District; provide building-level guidance of best practice to principals, teachers, students, and all support staff in educational technology. Must have excellent interpersonal and communication skills; strong ability to prioritize; flexible team player who prospers in a fast-paced work environment; knowledge (or ability to acquire knowledge) in the area of Macintosh Computers, iPads, Chromebooks, and other mobile devices; general knowledge of Macintosh OS, iOS, and ChromeOS a plus; ability to troubleshoot basic networking issues with guidance from support desk. Ability to crimp Category 5E cable with an RJ-45 connector. Assists BTC and the technology department with depreciated technologies and recycling.

### SCOPE:

The building technology assistant is an entry-level technology support position requiring a positive and professional attitude, superb customer support skills, an excellent ability to prioritize, and working knowledge of current computer and mobile device hardware and software. The BTA works closely with the support desk and BTC (Building Technology Coordinator) to make sure district technologies are performing well and meeting the needs of RE-2 staff and students.

### KEY DUTIES AND RESPONSIBILITIES:

*Examples of key duties are interpreted as being descriptive and not restrictive in nature.*

Works with the support desk to resolve technical issues in the school buildings.

Provides on-site end-user problem resolution for District employees.

Assists in the installation and configuration of end-user hardware, software and peripherals. Including updating software, and moving devices from room to room or other district buildings as required.

Resolves end-user network and printer problems, hardware, e-mail, Internet, software, and local-area (LAN) network access problems under the assistance of support desk.

Coordinates timely repair of computer and technology equipment as needed with support desk.

Will terminate and test various networking cables as needed to ensure quality performance for students/staff.

Assists district technology team as needed for technology support.

## EMPLOYMENT STANDARDS

### ABILITY TO:

Deliver technical customer support on a personal level; troubleshoot and resolve a wide range of technical computer-related problems; solve end-user technology problems; support end-users in a wide range of software applications as needed; learn and be able to support new computer technology; maintain cooperative working relationships; demonstrate sensitivity to, and respect for, a diverse population.

### KNOWLEDGE OF OR ABILITY TO LEARN

Desktop operating systems, mobile device operating systems, Chrome OS, various software applications and hardware for Macintosh, mobile devices, Chromebooks; Classroom audio and video delivery, Internet technologies and products.

### MINIMUM QUALIFICATIONS:

#### *Experience:*

High School Diploma or GED. Minimum one-year experience in a position that requires technical skills and customer service. Background and experience with Macintosh computers, Chromebooks, iPads, Google Docs, and/or educational software a plus.

### SPECIAL REQUIREMENTS:

Must be able to sit for prolonged periods of time in front of a computer. Must be able to perform physical activities, such as but not limited to, lifting heavy equipment (up to 50 lbs. unassisted), bending, standing, climbing or walking.