



Elmhurst CUSD 205

Technology Assistant - Elementary and Middle School

Supervisor: Building Principal and/or Assistant Principal

FLSA Status: Non-Exempt

Position Type: PSRP

Classification: B

Summary

The Technology Assistant supports students and staff in the daily use of instructional technology and provides access to Library Media Center resources. The position assists with device deployment, troubleshooting, technology-based instructional support, circulation desk operations, and the maintenance and organization of library and technology resources. The role prioritizes technology support, especially in a 1:1 student device environment, while also assisting the Library Media Specialist with collection management and circulation needs.

Essential Duties and Responsibilities

- Provide first-level troubleshooting and issue resolution for hardware, software, and connectivity concerns.
- Support the deployment, recovery, maintenance, and inventory of all student and staff technology.
- Maintain and prepare loaner devices, ensuring devices are sanitized (when needed) and ready for student use.
- Assist staff and students in resolving issues involving desktop computers, laptops, Chromebooks, iPads, interactive flat panels, printers/copiers, phones, document cameras, and other peripherals.
- Ensure devices are distributed and set up appropriately for instruction, testing, and special events.
- Close assigned help desk tickets and report unresolved issues to District Technology via the ticketing system.
- Assist with the installation of updates and software upgrades.
- Support building technology systems including LCD projectors, digital displays, Smartboards, poster makers, laminators, scanners, and similar equipment.
- Monitor technology inventory, device availability, and proper functioning of all equipment.
- Attend required district technology training throughout the year.
- Communicate start-of-year and end-of-year tech procedures to staff and ensure implementation.
- Prepare laptops, projectors, screens, sound systems, and interactive panels for school programs, parent events, and presentations (no evening/weekend responsibilities).
- Assist office staff with ordering printer/copier cartridges; replace cartridges upon arrival.



- Replace projector bulbs and clean filters as needed.
- Provide basic technology training to staff as directed (not including instructional or gradebook training).
- Reset student passwords.
- Assist with the setup, scheduling, and logistical coordination of online testing.
- Create and manage test sessions; support make-up testing as needed.
- Troubleshoot technology issues that arise during testing windows.
- At dual language schools, support administration with troubleshooting during testing
- Maintain availability for test-day tech support across multiple days.
- Assist the Library Media Specialist with circulation desk operations; check materials in/out and manage overdue notices.
- Provide reading and research support to students and staff.
- Process, repair, maintain, and inventory books and other library resources (including heavy seasonal workloads during new book arrivals).
- Assist in organizing, maintaining, and promoting access to library resources and Makerspace tools.
- Perform other duties as assigned.

Supervisory Responsibilities

This job has no adult supervisory responsibilities.

Competencies

This role requires an individual who consistently measures their work against high standards of excellence and adapts effectively to changing priorities. They synthesize diverse information, using data, experience, and sound judgment to guide decisions, while identifying and resolving problems in a timely and thoughtful manner. Clear communication is essential, both orally and in writing, with attention to accuracy, organization, grammar, and appropriate formatting. The individual demonstrates dependability through consistent attendance, punctuality, meeting deadlines, and taking responsibility for their actions, while managing time and workload efficiently to produce high-quality work in a timely manner. They approach challenges with initiative and creativity, seek feedback, and engage in continuous learning to maintain strong job knowledge and effective use of required technology. Collaboration is central to their work, as they support team goals, and foster a positive and respectful environment that values diversity and cultural sensitivity. They address conflict calmly and objectively, act with integrity, adhere to policies, support organizational goals, and follow safety and security procedures. Professionalism is reflected in their appearance, conduct, and ethical decision-making, as well as in their ability to think strategically within the broader organizational context and adjust their approach as needed.



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

Associates degree or equivalent from two year college.

Experience

One to two years related experience and/or training.

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

Proficiency with Microsoft Excel or Google Sheets, Microsoft Word or Google Docs, Microsoft PowerPoint or Google Slides, and Google Workspace (Gmail, Calendar).

Technical Skills

Experience using Chromebooks, Windows laptops, iPads, desktop computers, Printers, copiers, scanners, poster makers, laminators, Smartboards, interactive flat panels, projectors, digital displays, document cameras and related instructional technology, and Cisco VoIP phone systems.

Certificates, Licenses, Registrations

Must hold and maintain a PARA License or equivalent through 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 the 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.