



Job Title: Campus Technology Assistant

Exemption Status/Test: Non-exempt

Reports to: Coordinator Technology

Date Revised: July 2023

Dept./School: Technology Services

Pay Grade: 201 (ES) 202 (MS)

Primary Purpose:

Responsible for overseeing and ensuring the smooth operation of all technology at the campus level. Provide Tier 1 support for all technical needs to ensure daily operational readiness. Facilitate the effective use of technology by assisting staff and students in the use of software, network systems, and technology hardware. Troubleshoot technical issues with staff and students. Maintain real-time, accurate inventory of technology assets, including performing technology audits yearly.

Qualifications:

Education/Certification:

- High school Diploma or equivalent
- Technical Support Certification, i.e., A+ Certification, etc., preferred

Experience:

- Minimum of one (1) year of customer service experience
- Minimum of one (1) year of technical support experience

Special Knowledge/Skills/Abilities:

- Customer service experience in a professional environment
- Basic knowledge of computer application programs in a Chrome, Windows, and Apple environment
- Troubleshooting computers, printers, audio-visual equipment, and other common peripherals
- Possess general knowledge of how campus technology equipment is assembled and operated
- Possess general knowledge of Windows 10 & 11 Operating Systems
- Proficient with the use of Microsoft Office Suite
- Ability to prioritize work and meet deadlines
- Effective communication and interpersonal skills
- Ability to use Command Prompt to verify IP address of systems
- Score a passing grade on the basic technical screening exam

Major Responsibilities and Duties:

1. Work in the ticket system and provide first-level technical support for staff and students.
2. Utilize the GISD service ticket system to respond to and track customer technical issues.
3. Create service tickets for the repair and maintenance of technology equipment.
4. Create and maintain existing campus user accounts, as needed.
5. Report to the Technology Coordinator location for new equipment delivery and installation details.
6. Coordinate and execute campus-wide device deployments for students and staff.
7. Coordinate and execute campus-wide device collections from students and staff.
8. Maintain the campus computers, printers, TVs, and all other technology for teachers and students.
9. Reimage workstations and laptops as required.
10. Powerwash and enroll district Chromebooks.

11. Record and maintain accurate asset records in the TipWeb-IT Asset Management System.
12. Inspect assets for asset tags and request reprints as needed for accuracy.
13. Update asset records within the TIPWeb-IT Technology Asset Inventory System when required (i.e., changes to the asset assignment (room, staff or student), changes to the asset location (room), changes to the asset status (lost, stolen, repair, available, in use, etc.).
14. Record and report the theft of equipment and file necessary reports with the police.
15. Performs physical audits of assets at least twice a year.
16. Supervises student technology aides, if applicable.
17. Coordinate and physically moves technology assets as requested for disposal, repair, or use.
18. Perform Room Inventory reports as requested by the Technology Coordinator.
19. Attend Technology department meetings and training.
20. Assist campus with guest speaker setups or other campus activities as needed.
21. Clean up campus network drives by purging and making staff aware of outdated files.
22. Routinely checks on labs, classroom, and laptop carts to ensure they are always in working order by promptly reporting repairs.
23. Report details of any wireless connectivity issues by reporting all details associated with the connection loss...for example, room, number of users, type of devices, IP address, WiFi MAC address, program being accessed, and description of symptoms.
24. Serve as communication liaison between Technology and campus staff.
25. Assign technology equipment to new staff and students and performs basic orientation on the device.
26. Assist teachers with scheduling labs and technology device carts.
27. Enforce district AUP policies with students and staff, especially regarding the use of technology resources.
28. Follow all rules, regulations, and policies of Garland ISD and follow directives from superiors.
29. Follow the attendance policy as assigned by the supervisor.
30. Perform all other duties as assigned.

Supervisory Responsibilities:

None.

Mental Demands/Physical Demands/Environmental Factors:

Tools/Equipment Used: Standard office equipment, including personal computer and peripherals

Posture: Prolonged sitting; occasional bending/stooping, pushing/pulling, squatting, bending, stooping, and twisting

Motion: Repetitive hand motions, frequent keyboarding, and use of a mouse; occasional reaching, moderate walking

Lifting: Regular light lifting and carrying (less than 15 pounds); occasional moderate lifting and carrying (15-44 pounds)

Environment: Work inside; may occasionally work outside (exposure to the sun, heat, cold, and inclement weather); exposure to noise

Mental Demands: Work with frequent interruptions; maintain emotional control under stress; maintain confidentiality

This document describes the general purpose and responsibilities assigned to this job. It is not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Reviewed by _____ Date _____

Received by _____ Date _____