

# Columbus Public Schools

## Job Description

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**A. Job Title:** Information Technology Associate III

**B. Department:** Technology Department

**C. Education Level and Certification:** Associate's degree in Information Technology, Computer Science, or a related field, or two (2) years of equivalent technical support experience, required. Bachelor's degree preferred. Industry certifications such as CompTIA A+, Network+, Google IT Support Professional, or Apple Certified Macintosh Technician (ACMT) are preferred. A valid Nebraska Driver's License and successful completion of a pre-employment background screening are required.

**D. Reports To:** Director of Operations

### **E. Performance Responsibilities and Job Tasks**

The primary responsibility of the Information Technology Associate III is to provide advanced technical support, device repair, software deployment, and asset management services across the District under the general direction of the Director of Operations. As the senior-level associate, the incumbent independently manages projects, mentors lower-level associates, and acts as the primary technical point of contact for assigned buildings. The Information Technology Associate III performs the following job tasks:

#### **Technical Support & User Engagement**

- Provide advanced-level technical support to staff and students, resolving hardware and software issues across multiple platforms (Mac, PC, Chrome OS, and iOS).
- Conduct technology orientations and onboarding sessions for new staff to ensure seamless integration into the District's digital environment.
- Act as the primary technical point of contact for assigned school principals, translating complex technical needs into actionable solutions for users of all skill levels.
- Coordinate the setup and administration of computer-based testing, including troubleshooting and data report generation.

#### **System Maintenance & Hardware Repair**

- Perform professional-grade repairs on District devices (in-warranty and out-of-warranty), adhering to manufacturer technical manuals and safety standards.
- Install, configure, and troubleshoot classroom-specific technology, including projectors, interactive boards, document cameras, and audio-visual systems, to minimize instructional downtime.
- Manage software installations, patches, and updates across platforms, ensuring systems remain secure and functional.
- Administer Mobile Device Management (MDM) platforms and Google Workspace for Education as assigned.
- Support network connectivity issues including Wi-Fi, wired connections, and printer management in coordination with the Technology Director.

## **Operations & Asset Management**

- Maintain an accurate, real-time database of all District technology assets and instructional tools.
- Provide direct support for student and staff pictures (badges), S2 access control (fobs), and account information from Synergy and other District systems.
- Record and track all support requests within the Help Desk ticketing system to identify recurring issues and document solutions.
- Independently manage multiple technical projects with minimal supervision, prioritizing tasks effectively as needs shift.
- Transport technology equipment between District buildings and sites as needed.

## **Professionalism & Compliance**

- Handle sensitive student and staff data with strict confidentiality and in accordance with District ethics policies and the Family Educational Rights and Privacy Act (FERPA).
- Identify and address technical needs independently; escalate complex issues to the Director of Operations when necessary.
- Participate in team meetings and remain available for on-call support or emergency duties as assigned.
- Assist and mentor Information Technology Associate I and II personnel as needed.
- Serve as a mandatory reporter in accordance with Nebraska law.
- Serve as a role model to all students.
- Serve as a positive member of the community in a way that does not negatively affect the District's reputation or image in the community.
- Refrain from engaging in conduct that interferes with the operations of the District, including the education of students.
- Develop and maintain a positive and professional working relationship with other staff and administration.
- Adhere to all District policies, rules, regulations, and supervisory directives.
- Maintain confidentiality of information concerning staff, students, and parents in accordance with law and District rules.
- Adhere to the code of ethics of the District and the Nebraska Department of Education (NDE Rule 27).
- Perform other duties as assigned.

**F. FLSA Status:** Non-exempt.

**G. Essential Functions:** The essential functions of the Information Technology Associate III position include: (1) regular, dependable in-person attendance on the job; (2) the ability to perform the identified tasks and performance responsibilities and to possess and utilize the identified knowledge, skills, and abilities; and (3) the ability to perform the following identified physical requirements.

**H. At-Will Position:** This position is an "at-will" position and may be terminated, with or without cause, at any time in the sole discretion of the Superintendent or Superintendent's designee.

**I. Compensation / Terms / Length of Employment:** Salary per the District's approved classified salary schedule / 12 months / Monday–Friday 7:30 a.m. – 4:30 p.m.

**J. Working Conditions:**

- Work Environment: Both inside and outside environments.
- Climatic Environment: Work is required in all weather conditions.
- Hazards: Occasional exposure to electrical voltage, dusty conditions, and hazards associated with driving.

*Columbus Public Schools is an Equal Opportunity Employer. Reasonable accommodations will be made for qualified individuals with disabilities in accordance with the Americans with Disabilities Act (ADA).*

**PHYSICAL REQUIREMENTS**

<b>Physical Requirements Information Technology Associate III</b>	<b>Never (0%)</b>	<b>Occasional (1-32%)</b>	<b>Frequent (33-66%)</b>	<b>Constant (67%+)</b>
<i>E = Essential NE = Non-Essential</i>				
<b>Stamina</b>				
Sitting				X
Walking			X	
Standing			X	
Sprinting/Running	X			
<b>Flexibility</b>				
Bending or twisting at the neck more than the average person			X	
Bending or twisting at the trunk more than the average person			X	
Squatting/Stooping/Kneeling		X		
Reaching above the head		X		
Reaching forward			X	
Repeating the same hand, arm or finger motion many times (e.g., typing, data entry)				X
<b>Activities</b>				
Climbing (on ladders, into large trucks/vehicles, etc.)		X		
Hand/grip strength			X	
Driving on the job			X	
Typing non-stop			X	

<b>Physical Requirements Information Technology Associate III</b>	<b>Never (0%)</b>	<b>Occasional (1-32%)</b>	<b>Frequent (33-66%)</b>	<b>Constant (67%+)</b>
<i>E = Essential</i> <i>NE = Non-Essential</i>				
<b>Use of Arms and Hands</b>				
Manual dexterity (using a wrench or screwing a lid on a jar)			X	
Finger dexterity (typing or putting a nut on a bolt)				X
<b>Lifting Requirements</b>				
Lifting up to 10 pounds (mark all that apply)				
Floor to waist			X	
Waist to shoulder			X	
Shoulder to overhead		X		
Lifting 11 to 25 pounds (mark all that apply)				
Floor to waist			X	
Waist to shoulder		X		
Shoulder to overhead		X		
Lifting 26 to 50 pounds (mark all that apply)				
Floor to waist		X		
Waist to shoulder		X		
Shoulder to overhead	X			
Lifting 51 to 75 pounds (mark all that apply)				
Floor to waist	X			
Waist to shoulder	X			
Shoulder to overhead	X			
Lifting 76+ pounds (mark all that apply)				
Floor to waist	X			
Waist to shoulder	X			
Shoulder to overhead	X			

<b>Physical Requirements Information Technology Associate III</b>	<b>Never (0%)</b>	<b>Occasional (1-32%)</b>	<b>Frequent (33-66%)</b>	<b>Constant (67%+)</b>
<i>E = Essential NE = Non-Essential</i>				
Can loads/items weighing over 50 pounds that are lifted or carried be shared, or reduced into smaller loads?			X	
<b>Pushing/Pulling</b>				
25 to 50 pounds		X		
51 to 75 pounds		X		
76 to 90 pounds	X			
Over 90 pounds	X			
<b>Carrying</b>				
10 to 25 pounds			X	
26 to 50 pounds		X		
51 to 75 pounds	X			
76 to 90 pounds	X			
Over 90 pounds	X			

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Revised: 4/20/2026