



Killeen Independent School District

Job Description

Job Title: Technology Support Assistant

Exemption Status/Test: Non-Exempt

Reports to: Lead Technology Support Specialist

Date Revised: April 29, 2025

Dept./School: Technology Services

Pay Grade: MT3 (187 Days)

Summary:

The Technology Support Assistant provides first-level technical support to campus end users (students, teachers, and staff), ensuring the reliable operation of hardware, software, and technology systems across campus environments. This role provides Tier 1 support by focusing on basic troubleshooting, user assistance, and inventory management, resolving common technical issues promptly and escalating complex problems to the Campus Technology Support Specialist. The Technology Support Assistant collaborates with campus staff, the Campus Technology Support Specialist, and occasionally Technology Services to maintain system availability and functionality.

Essential Duties and Responsibilities:

- Provide first-level technical support to campus faculty, staff, and students, addressing common issues with hardware (e.g., computers, projectors, printers), software (e.g., Microsoft Office 365, Schoology), and audiovisual equipment.
- Assist end users with basic setup, configuration, and operation of technology resources, including input devices, peripheral equipment, and district applications (e.g., Eduphoria, eSchoolPlus, TEAMS, Microsoft Office 365).
- Provide basic training and support to campus staff on the operation of software applications, online tools, and classroom technology (e.g., projectors, interactive displays) to ensure effective functionality.
- Perform routine maintenance tasks, such as updating software, applying patches, and ensuring firmware is current on campus technology assets.
- Utilize the district's centralized inventory management system to track technology assets, updating records in real-time to reflect changes (e.g., new equipment, repairs, disposals).
- Assist with annual and periodic (e.g., quarterly) inventory audits, ensuring accurate documentation of technology assets and reporting discrepancies to the Campus Technology Support Specialist.
- Maintain compliance with software licensing requirements and district inventory processes under the guidance of the Campus Technology Support Specialist.
- Assist teachers with the setup, configuration, and basic troubleshooting of technology resources (e.g., computers, projectors, software) used in classrooms, ensuring reliable operation for instructional activities.

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- Support campus staff with basic troubleshooting, content editing, and making minor corrections to the campus website using the district's content management system (CMS).
- Logs all support requests and resolutions in the district's automated ticketing system, escalating unresolved or complex issues (e.g., network connectivity, security incidents) to the Campus Technology Support Specialist.
- Assist with district lifecycle deployments by supporting campus-level tasks, such as equipment setup, inventory updates, basic installation and disposal preparations under the direction of the Campus Technology Support Specialist.
- Collaborate with the Campus Technology Support Specialist to ensure campus technology aligns with district goals and operational needs.
- Attend scheduled, campus planning meetings, technology support operations meetings and technology professional learning committees to stay updated on district technology procedures and best practices.
- Perform additional duties as assigned by the Lead Technology Support Specialist.

Supervisory Responsibilities:

This job has no supervisory responsibilities.

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. There may be alternatives to the below qualifications as the Board of Trustees may find appropriate.

- High School Diploma or GED; Associate's degree in a related field or equivalent technical certification preferred.
- One year of technology-related work experience or training experience, or a combination of the two, required.
- Basic knowledge of K-12 technology systems, including hardware, software, and classroom technology (e.g., mobile devices, desktops, VOIP devices, audio visual systems, projectors, interactive displays).
- Strong communication skills and the ability to provide effective end-user support and training.
- Ability to follow technical instructions and document issues accurately for escalation.
- Familiarity with inventory management processes and compliance with district technology policies.
- Problem-solving skills to address common technical issues and a willingness to learn and adapt in a fast-paced environment.

Language Skills: Ability to read and understand user manuals, technical guides, and district policies. Ability to write clear and concise reports, support tickets, and correspondence. Ability to communicate effectively (verbal and written) with technology department staff, campus staff, students, and administrators. Ability to provide basic instructions and respond to questions from end users.

Mathematical Skills: Ability to perform basic mathematical operations, such as calculating percentages and ratios, for inventory management and troubleshooting tasks.

Reasoning Ability: Ability to identify and resolve common technical issues, follow step-by-step instructions, and escalate complex problems appropriately. Ability to maintain emotional control under stress and adapt to changing priorities.

Other Skills and Abilities: Ability to set up and configure basic computer hardware and software. Working knowledge of Windows and Mac OS, Microsoft Office productivity suite, and web-based applications (e.g., Schoology). Ability to learn district-specific tools and systems through training.

Mental Demands / Physical Demands / Environmental Factors:

Tools/Equipment Used: Standard office equipment (e.g., personal computers, peripherals), classroom technology (e.g., projectors, interactive displays), and basic networking equipment.

Posture/Physical Demands: Frequent standing, kneeling/squatting, bending/stooping, pushing/pulling, and twisting. Regular walking, grasping/squeezing, wrist flexion/extension, and reaching. Frequent lifting and carrying (15-44 pounds); occasional heavy lifting (45 pounds and over). Specific vision abilities required include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Motion: Repetitive hand motion; frequent keyboarding and use of mouse; occasional climbing of stairs/ladders.

Lifting: Frequent lifting and carrying (15-44 pounds); occasional heavy lifting (45 pounds and over).

Environment: Frequent travel within the campus and occasional district-wide travel. Occasional exposure to electrical shock risks. The noise level in the work environment is usually moderate.

Mental Demands: Work with frequent interruptions; maintain emotional control under stress; ability to prioritize tasks and adapt to evolving campus needs.

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