

Technology Department Clerk -O'Plaine



JOB SUMMARY:

The Technology Support Clerk provides technical assistance and equipment support to students, teachers, and staff to foster the effective use of educational technology. This role oversees daily operations within the library and Tech Academy repair areas, which includes managing the loaner device program, performing preventative maintenance, and supervising and training student aides. Additionally, the clerk coordinates with external suppliers for warranty repairs, maintains an organized hardware inventory, assists with asset cataloging and textbook tracking, and supports building-wide initiatives such as equipment distribution and school registration.

ESSENTIAL JOB FUNCTIONS:

- Provide assistance and first level technology support to students, answers device usage questions, and directs them to resources for further support when appropriate.
- Supports the goals of fostering the use of technology and information resources for educational purposes.
- Performs preventive maintenance procedures to maximize availability of computers, equipment, and resources.
- Supporting teachers with technology equipment support.
- Works with device suppliers to complete warranty-covered repairs.
- Assist in the distribution and set up of technology equipment in the building.
- Manages, provides and maintains temporary loaner technology for students and staff, and communicates with students regarding broken, fixed, or borrowed devices.
- Assist in inventorying and cataloging of technology equipment, materials, and textbooks.
- Assist in the cataloging, recovery, and replacement of lost or stolen student technology.
- Maintains an organized inventory of broken student and loaner devices and available parts.
- Monitors and records attendance in work areas and the library.
- Provides supervision to the library and Tech Academy repair area.
- Supervises, trains, and manages students and student aides in performing repairs and help desk procedures.
- Cross-trains, communicates with and assists other tech clerks as needed.

- Participate in in-service opportunities provided by the Department and by the District.
- Assist with the beginning of school registration.
- Perform all other duties as assigned.

EDUCATION AND EXPERIENCE:

- High School diploma or equivalent.
- Proficient in Microsoft Office and Google Workspace.

PHYSICAL REQUIREMENTS:

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift 15 pounds at times.

TERMS OF EMPLOYMENT:

- 10 months
- Level B \$23.57/hr; 13 sick days; 3 personal days; Medical, Dental, Vision and Life Insurance Benefits; IMRF pension plan

WARREN TOWNSHIP HIGH SCHOOL IS AN EQUAL-OPPORTUNITY EMPLOYER

Per Board Policy 5:10, the District shall provide equal employment opportunities to all persons regardless of their race; color; creed; religion; national origin; sex; sexual orientation; age; ancestry; marital status; arrest record; military status; order of protection status; unfavorable military discharge; citizenship status provided the individual is authorized to work in the United States; use of lawful products while not at work; being a victim of domestic or sexual violence; genetic information; physical or mental handicap or disability, if otherwise able to perform the essential functions of the job with reasonable accommodation; pregnancy, childbirth, or related medical conditions; credit history, unless a satisfactory credit history is an established bona fide occupational requirement of a particular position; or other legally protected categories. No one will be penalized solely for his or her status as a registered qualifying patient or a registered designated caregiver for purposes of the Compassionate Use of Medical Cannabis Pilot Program Act, 410 ILCS 130/.

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