

**JOB DESCRIPTION**  
**Plainfield School District**

**Assistant Technology Support Specialist**

**Purpose Statement**

The job of Assistant Technology Support Specialist is done for the purpose/s of maintaining computer and network equipment in a safe and functional operating condition; resolving immediate operational and/or safety concerns; and providing in-service training and documentation on applications and hardware. Demonstrates support for the Vision, Mission, Beliefs and Goals of District #202. Upholds the established Board of Education policies, regulations and administrative procedures.

This job reports to the Director of Technology

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**Essential Functions**

- Assesses malfunctions of computer hardware and/or software applications for the purpose of determining appropriate actions to maintain computer and network operations.
- Installs computer hardware, peripherals, and network equipment and application software for the purpose of maintaining safe and effective district and site operation including classrooms, library and computer labs.
- Prepares a variety of written materials (e.g. work order reports, inventory control, procedures, etc.) for the purpose of documenting activities, providing written reference and/or conveying information.
- Procures equipment, supplies and materials for the purpose of maintaining availability of required items and completing jobs efficiently.
- Repairs computers, peripherals, network equipment and software, requiring specialized computer and electronics repair skills for the purpose of maintaining computer and network equipment in a safe and functional operating condition.
- Repairs computers, peripherals, network equipment and software, requiring specialized computer and electronics repair skills both on-site and in the repair shop for the purpose of maintaining computer and network equipment in a safe and functional operating condition.
- Requests quotations for the purpose of providing cost information, purchasing and securing items.
- Transports a variety of items (e.g. equipment, supplies, etc.) for the purpose of providing materials at job site or to bring equipment in for repairs.
- Upgrades computers, peripherals, network equipment and software applications (e.g. installation, testing, configuring, etc.) for the purpose of meeting the computer processing needs of the users.
- Warehouses computer parts, supplies and materials for the purpose of establishing an inventory of items commonly required to repair computer hardware.

**Other Functions**

- Attends meetings as assigned for the purpose of conveying and/or gathering information required to perform functions.
- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

**Job Requirements: Minimum Qualifications**

**Skills, Knowledge and Abilities**

SKILLS are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: adhering to safety practices; preparing and maintaining accurate records; utilizing pertinent software applications; analyzing data; assembling and/or repairing office and classroom equipment; diagnosing equipment malfunctions; and estimating required resources.

KNOWLEDGE is required to perform algebra and/or geometry; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: concepts of electronics; current generation operating systems and network protocols; and current and emerging technology.

ABILITY is required to schedule activities, meetings, and/or events; gather and/or collate data; and consider a variety of factors when using equipment. Flexibility is required to work with others in a wide variety of circumstances; work with data utilizing defined and similar processes; and utilize equipment under a variety of conditions for multiple purposes. Ability is also required to work with a diversity of individuals and/or groups; work with similar types of data; and utilize a wide variety of types of job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is significant. Specific ability based competencies required to satisfactorily perform the functions of the job include: displaying mechanical aptitude; adapting to changing work priorities; establishing effective working relationships; communicating with diverse groups; being attentive to detail; working under time constraints; meeting deadlines and schedules; and working as part of a team.

### **Responsibility**

Responsibilities include: working under limited supervision following standardized practices and/or methods; providing information and/or advising others; operating within a defined budget. Utilization of some resources from other work units may be required to perform the job's functions. There is a continual opportunity to have some impact on the organization's services.

### **Working Environment**

The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling, frequent stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 30% sitting, 30% walking, 40% standing. The job is performed under conditions with some exposure to risk of injury and/or illness.

Experience      Job related experience is required.

Education      Targeted, job related education with study in job-related area.

### **Equivalency**

#### **Required Testing**

Pre-employment Physical Exam

Pre-employment TB Test

#### **Certificates**

High School Diploma or Equivalent

Driver's License & Evidence of Insurability

#### **Continuing Educ./Training**

Evaluation for Non-Union Support Staff

#### **Clearances**

Criminal Justice Fingerprint/Background Clearance

FLSA Status

Non Exempt

Approval Date

Salary Range

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Employee Signature

\_\_\_\_\_  
Date:

\_\_\_\_\_  
Printed Name