



**JOB DESCRIPTION**

<b>POSITION:</b>	Administrative Assistant (Technology)
<b>DEPARTMENT:</b>	Technology
<b>REPORTS TO:</b>	Information Technology Manager
<b>SUPERVISES:</b>	N/A
<b>FLSA STATUS:</b>	Non-Exempt
<b>WORK SCHEDULE:</b>	260 days/year
<b>COMPENSATION PLAN:</b>	Educational Administrative Assistants Collective Bargaining Agreement

**General Description:** The purpose of a Technology Support Administrative Assistant is to provide efficient and organized support to facilitate the smooth operation and coordination of technology-related tasks and projects within an organization.

**Education and Experience:**

- Minimum Education: High School diploma or equivalent. Associates's or Bachelor's Degree in IT, Computer Science, or a related field
- Minimum Experience: One to two years of experience in a help desk or technology support role. School district or higher education technology support experience preferred

**Key Responsibilities:**

- Support daily technology operations by managing helpdesk requests, maintaining ticket workflows, escalating issues when necessary, and ensuring timely technical support for staff, students, and families.
- Assist with onboarding and offboarding processes for staff and students, including account creation/removal, device assignment and collection, application access, and badge/security management.
- Coordinate technology purchases, inventory organization, and equipment tracking while maintaining a clean and organized technology office environment.
- Assist with District communications, website updates, social media management, and digital content maintenance for District and school platforms.
- Provide user support and training through documentation, instructional resources, and training sessions while promoting effective technology use across the District.
- Support district-wide technology coverage by assisting building technicians as needed and coordinating technical support availability during working and non-working hours.
- Assist the Information Technology Manager with reporting, scheduling, communications, and administrative coordination related to technology operations and projects.

- Maintain confidentiality, stay current with emerging technologies and professional learning opportunities, and perform other duties as assigned by the Information Technology Manager.
- Perform other tasks as assigned by the Information Technology Manager.

**Technology Proficiencies:**

- Experience in working with student information systems.
- Experience with working in a ticket system, managing and maintaining a healthy inventory of products.
- Ability to develop and maintain efficient technology support processes and workflows.

**Core Knowledge & Skills:**

- Must be a team player who can multitask, prioritize, take direction, perform well under pressure, and meet demanding (sometimes short and inflexible) deadlines.
- Passion for solving complex IT problems with a focus on quality.
- Broad technical understanding and ability to be a quick study.
- Flexibility and adaptability to changing priorities.
- Desire to learn and share knowledge with others.
- Good organizational skills and work processes.

**Physical Demands:** The physical demands described below are representative of those that an employee must meet to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to sit for extended periods of time and lift, carry, push, or pull up to 35 pounds.
- Ability to kneel, crouch, bend, reach, and install technology hardware or cabling as needed.
- Ability to communicate clearly, operate a motor vehicle, and perform duties requiring adequate vision and mobility.

**Working Conditions:**

- Work is performed in an office environment with occasional need for inter-building travel.
- Flexibility is necessary to accommodate changing priorities and organizational needs.

**Temperament Requirements:**

- Ability to follow and give clear, accurate directions
- Adaptable to work independently and collaboratively
- Professional and respectful demeanor when working with staff, retirees, and vendors

**Clearances Required:**

- Act 114 (Federal Criminal History Background Check)
- Act 34 (PA State Criminal History Clearance)
- Act 151 (PA Child Abuse History Clearance)
- Act 126 (Mandated Reporter Training)
- Act 168 (Sexual Misconduct/Abuse Disclosure)
- Act 24 (Arrest & Conviction Statement)
- Current School Personnel Health Record
- Tuberculosis Test Results (within 3 months of hire date)

**Travel Requirements:**

- Minimum travel during the workday intradistrict.
- Reliable transportation is required.

**Employee Acknowledgment:** The information contained in this job description is for compliance with the Americans with Disabilities Act (ADA) and outlines essential job functions and responsibilities. Additional duties may be assigned as needed.

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Employee Signature

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Date