

PENN MANOR SCHOOL DISTRICT

TITLE: Technology Building Aide

DATE:

REPORTS TO: Technology Director

APPROVED BY:

JOB SUMMARY: Under the leadership of the Technology Director, the Technology Building Aide assists the technology department with clerical and technical support for students and staff. This position interfaces with students, staff and faculty on a continual basis and requires a high degree of interpersonal skill and human relations ability. All job functions are to be executed with high quality customer service. Customers include staff, teachers, students, parents and community members. Examples demonstrative of high quality service may include, but are not limited to prompt responses to inquiries, professional and courteous verbal and non-verbal communication, and proactive problem solving.

PRIMARY DUTIES AND RESPONSIBILITIES:

1. Provides clerical and administrative support to student 1:1 programs, including the inventory and tracking of student devices, parent notices, and repairs.
2. Prepares student technology kits; assists with laptop and technology device software setup and imaging.
3. Assists students and staff with technology device operation; helps resolve minor technical issues.
4. Facilitates technology and device orientation for new students.
5. Assists with student file transfer, backup and document printing.
6. Assists with technology support tickets.
7. Maintain technology inventory and records in district systems.
8. Foster customer relationships through ongoing issue status updates and other communications.
9. Collaborate with the Technology Team to proactively build customer-focused IT solutions for district students, teachers and staff.
10. Perform other duties and projects assigned by the Technology Director or Leadership Team.

QUALIFICATIONS: High school diploma or equivalent is required
Background in technology or education preferred
Valid Pennsylvania driver's license and access to personal transportation
Submission of pre-employment medical examination (Section 148 of the Pennsylvania School Code)
Submission of a report of criminal history record from the Pennsylvania State Police (Section 111 of the Pennsylvania School Code)
Submission of a clearance report from the Pennsylvania Department of Public Welfare in accordance with Act 151 of 1994
Submission of Federal Criminal History Record in accordance with Act 114 of 2006
Such alternatives to the above qualifications as the Board may find appropriate and acceptable

PHYSICAL DEMANDS: Ability to reach above and below the waist
Ability to use fingers to pick, feel and grasp objects

Ability to lift and/or carry supplies and/or papers weighing no more than 50 lbs.
Ability to mostly sit with some walking and standing or moving throughout the work environment

SENSORY ABILITIES: Visual acuity
Auditory acuity

WORK ENVIRONMENT: Normal school building environment
Subject to inside environmental conditions

TEMPERAMENT: Must possess excellent interpersonal skills and a passion for customer service
Tenacity and a drive for accuracy and effectiveness
Must be able to work in an environment with frequent interruptions
Flexibility and capability to manage multiple tasks
Ability to prioritize and work both independently and within a team

COGNITIVE ABILITY: Ability to communicate; reads and writes effectively
Ability to organize tasks
Ability to handle multiple tasks
Ability to exercise good judgment
Ability to interpret, analyze, and follow detailed written and verbal communications

SPECIFIC SKILLS: Must possess computer and basic troubleshooting skills
Ability to operate office equipment
Maturity and integrity when handle confidential information

(Reasonable accommodations may be made to enable a qualified individual with a disability or disabilities to perform the primary duties and responsibilities of the job.)