

RIPON AREA SCHOOL DISTRICT Job Description

Department:	Information Technology (IT)
Job Title:	Lead Technical Support Assistant and Assistant to the Director of Technology
Qualifications:	<p>Education Level: High school diploma required. Training at technical Institute, or Bachelor's Degree and/or Teaching Certificate preferred. 5 years experience working in a school environment.</p> <p>Other Requirements: Demonstrates knowledge of current technology hardware and software as well as audiovisual equipment and other media. Knowledge of network infrastructure administration such as VMWare server management, Cisco network equipment, Cisco VOIP system, Google Apps for Education management. Demonstrates effective problem solving, communications, organizational, record-keeping, and interpersonal skills.</p>
Reports to:	Director of Technology
Job Goals:	To provide technological support and training for students, faculty, staff and administration; assist faculty members in facilitating students' learning activities; maintain the District's technology hardware and software in a condition of operating excellence so that full educational use of it may be made at all times. Assist with management of network infrastructure, servers, VOIP phones and district applications.

Essential Job Functions/Responsibilities:

1. Instructional Support
 - a. Helps students, teachers and staff to master equipment or instructional materials.
 - b. Assists the classroom teacher in the delivery of an effective instructional program.
 - c. Works with individual students or small groups of students to reinforce the learning of information or skills initially introduced by the teacher.
 - d. Operates and cares for equipment used in the classroom for instructional purposes.
2. Technology Support
 - a. Provides training and support for technology implementation in the classroom, library media centers and to faculty, staff and administrators.
 - b. Develops and maintains an inventory of all computer equipment, parts and software in the lab in accordance with district procedures.
 - c. Installs software as needed.
 - d. Distributes equipment to staff in accordance with established policy and

practice.

- e. Troubleshoots problems on computer equipment and/or facilitates repair of equipment.
- f. Assists in the development of a preventive maintenance plan for all computer equipment in the district, then cleans and maintains all technology equipment in accordance with the established plan.
- g. Maintain up to date documentation for technology(hardware and software) utilized with the district

3. School and Community Relations

- a. Able to effectively communicate with other members of the staff.
- b. Keeps the Principal and Director of Technology informed about his/her activities and accomplishments.
- c. Assist/mentor Technology Support Assistants with technology support in their buildings

4. Professional Improvement

- a. Conducts training sessions for district personnel on the maintenance and (simple) troubleshooting of equipment, the installation of hardware and software, the implementation of software programs and other relevant topics.
- b. Participates in and applies knowledge gained from staff development opportunities to enhance job- related skills and knowledge in accordance with district procedures and budget allocations.

5. Network Administration

- a. Perform network management duties to assist Director of Technology in day to day operations. The tasks include but are not limited to the following:
 - 1.Server management
 - 2.Network Infrastructure upgrades/changes
 - 3.VOIP phone installations/changes
 - 4.District application management
- b. Work directly with Director of Technology to monitor network infrastructure and troubleshoot issue affecting district technology
- c. Assist to proactively plan and schedule network infrastructure upgrades to maintain an efficient and stable learning environment.

6. Other Assigned Tasks or Responsibilities

- a. Performs such other duties and assumes such other tasks as may be assigned by the School Administrator or Technology Director.
- b. Serves as a positive role model for students in how to conduct themselves as citizens and as responsible, intelligent human beings.

- c. Will remain free of any alcohol or illegal substance in the workplace in compliance with Policy 3122 throughout his/her employment in the District.

Terms of Employment: The term of employment for the principals shall be July 1 to June 30 of each year, or as otherwise decided by the Board of Education in accordance with applicable Wisconsin Law.

Evaluation: Performance shall be evaluated annually, in accordance with provisions of Board of Education policy on administrative personnel.

I have read and understand this job description and can fulfill the essential functions as listed.

Signature

Date

Print Name

PHYSICAL DEMAND ADDENDUM

Lead Technical Support Assistant and Assistant to the Director of Technology

PHYSICAL DEMANDS

Walking.....	Frequently
Sitting/Standing.....	Frequently
Climbing.....	Occasionally
Crawling/Kneeling.....	Occasionally
Bending/Stooping/Crouching.....	Frequently
Twisting/Turning.....	Frequently Repetitive
movement.....	Occasionally
Reaching.....	Occasionally at/above shoulder height
Reaching.....	Frequently below shoulder height
Pulling/Pushing.....	Occasionally 10 pounds or more
Pulling/Pushing.....	Frequently 10 pounds or more
Lifting.....	Frequently 10 pounds or more
Lifting.....	Occasionally 10 pounds or more
Carrying.....	Frequently 10 pounds or more
Carrying.....	Occasionally 10 pounds or more

Communication with students, staff, and the community; hearing must be within the range of normal human conversation. Visual acuity to prepare and read reports Verbal communication skills for interacting with students, families, staff, and the general public Computer input and filing; manual dexterity for operating standard office equipment Work Environment: Subject to constant interruptions Fast-paced environment High level of activity. May be exposed to infectious disease.

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct and control the work of employees under supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind of difficulty.

I have read and understand this physical demand addendum and can fulfill the essential functions as listed.

Signature

Date

Print Name