

BETHLEHEM AREA SCHOOL DISTRICT
Bethlehem, Pennsylvania

TITLE: **Technical Assistant**

RESPONSIBLE TO: **Director of Information Technologies**

JOB SUMMARY: Performs technology installation, maintenance, and troubleshooting duties necessary in BASD schools.

PRIMARY DUTIES AND RESPONSIBILITIES:

1. Unpacks new computers and inventory by tagging machine, retrieving specs and entering that info in the inventory data base.
2. Sets up new computers, image with appropriate image, install additional software if needed and configure to meet instructional needs. (this includes connecting to the building network, activating a new drop if necessary, connecting to specific printers and installing additional print drivers when necessary.
3. Unpacks inventory, set up, configure, and troubleshoot building printers. (toner, jams, reset printer, lost network connections, assign IP's, etc.)
4. Unpacks inventory and tests new peripherals such as digital still cameras, digital video cameras, projectors, portable speakers systems, etc.
5. Troubleshoots common problems with computer systems.
6. Maintains computer systems, including reformatting drives, reinstalling software, and installing memory.
7. Re-image laptops-- back up data/ image/ transfer data back.
8. Replaces or reattaches keys on keyboards, replace keyboards, batteries, and power cords as needed.
9. Deals with every day questions including, but not limited to: connectivity, email issues, software quirks, printing issues, and internet problems.
10. Keeps online data base current by entering new records, noting upgrades, problems, regular maintenance, etc.
11. Periodic maintenance, including software maintenance (as recommended by BASD Tech. Services department).

QUALIFICATION: High school diploma or equivalent; additional education, particularly technical education; basic skills in - computer operation and setup, internet application such as e-mail and World Wide Web. simple technology maintenance tasks such as replacing the ink cartridge in a printer, technology troubleshooting tasks such as resolving problems with printing and network access, basic office applications like word processing, spreadsheet, database, installation of operating system and software; communicates well with teachers, office staff, technology staff, and building principal; ability to take direction from technology staff and building principal; adaptable and willing to learn new skills and systems on a frequent basis; exercises initiative, balanced competing tasks and solves problems on a daily basis; reliable and

punctual; ability to perform the essential functions of the position; and physical ability to unpack, setup and move computer systems and to use computer keyboard and mouse for extended periods of time.

REQUIREMENTS: Requires a valid Pennsylvania driver's license; medical examination as per Pennsylvania law; valid criminal history check; child abuse clearance; and Federal Bureau of Investigation criminal history investigation (if necessary).

PHYSICAL DEMANDS: Ability to reach above and below the waist, to use fingers to pick, feel and grasp objects, and to use both hands for repetitive motion. Some bending and twisting of the body required. Ability to lift and/or carry supplies and/or papers weighing no more than 20 lbs. Ability to mostly sit with some standing, walking/moving throughout the work environment.

SENSORY ABILITIES: Visual acuity and auditory acuity.

WORK ENVIRONMENT: Typical office environment. Subject to inside environmental conditions.

TEMPERAMENT: Must possess excellent interpersonal skills. Must be cooperative, congenial, and service oriented. Must be able to work in an environment with frequent interruptions.

COGNITIVE ABILITY: Ability to follow written and verbal directions, to read and write, to communicate effectively, to organize tasks, to handle multiple tasks, and to exercise good judgment.

SPECIFIC SKILLS: Must possess leadership skills, supervisory skills, and computer skills. Ability to operate various office equipment. Must possess active listening skills. Must possess conflict mediation skills.

CLASSIFICATION: Support staff; teacher assistant position; 10 month position, Cabinet Code – T.

EVALUATION: Performance of the job will be evaluated annually in accordance with the Board's policy on evaluation.

(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.)