Technology: Media and Technology Assistant

Reports to: School Principal in Collaboration with Technology Help Desk Manager and School Media Specialist
Supervises: None
Term of Employment: 11 months
Salary: Office Support II - 57
FLSA Exempt/Non-Exempt: Non-Exempt

Qualifications:

- Graduation from high school
- Possession of an equivalent combination of training and experience which provides the required knowledge, skills, and abilities for the position
- Experience using technology, including basic operations and troubleshooting

Essential Job Functions:

- Maintains general knowledge of computers, equipment, and related technology devices
- Communicates effectively with staff and students, and assists with monitoring students in the Media Center
- Utilizes computers to prepare and maintain various files and records
- Determines location and status of technology equipment in the school’s inventory, and print out reports, labels, etc., pertaining to said inventory. As time permits, assists with media materials inventory
- Instructs and assists staff and students in the basic use of technology equipment, such as laptops, tablets, scanners, smartboards, etc., when necessary
- Assists staff and students with locating print, technology, and online materials as time permits
- Performs basic test/diagnostics on school technology
- Performs minor maintenance on technology equipment and refers complex problems to higher level technical support
- Assists school staff and students in reporting and tracking issues with technology in helpdesk ticketing system
- Assists Media Specialist with Media Center responsibilities as time permits
- Processes newly-acquired technology equipment, enters data into online databases and attaches barcodes and labels. As time permits, assists with processing media materials
- Assists with delivery and installation of newly-acquired technology and equipment throughout the school
- Initiates and replies to inquiries or requests via phone or electronic mail
- Assists with the collection, maintenance, refresh, redistribution and inventory of student/school devices
- Assist with maintaining a storage area for retired equipment/materials pending auction/disposal
- Performs or assists in the streaming of special school events
- Performs other duties and responsibilities as assigned by supervisor
Physical and Cognitive Requirements:

The major physical and cognitive requirements listed below are applicable to this job classification within Moore County Schools.

Work in this classification is considered medium physical work requiring the exertion of up to 30 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects.

Must be able to:

- physically operate a variety of technology equipment
- speak and/or signal people to convey or exchange information, including receiving instructions, assignments and/or directions from superiors
- read a variety of correspondence, reports, forms, etc.
- prepare correspondence, reports, forms, records, etc., using prescribed format
- record and deliver information, to explain procedures, to follow oral and written instructions
- communicate effectively and efficiently in standard English
- operate standard office equipment and programs efficiently
- handle a variety of items, office equipment, control knobs switches, etc. and have minimal levels of eye/hand/foot coordination
- differentiate between colors and shades of color
- perform well under stress and when confronted with persons acting under stress
- talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear) and communicate via telephone
- demonstrate general knowledge of common spreadsheet, word processing, and database programs
- maintain complete and accurate records and develop reports from those records
- understand and follow oral and written instructions
- perform the physical labor required of the position