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|  | **JOB TITLE** | TECHNICAL SUPPORT ASSISTANT |
| **REPORTS TO** | CHIEF INFORMATION OFFICER |
| **SALARY SCHEDULE/GRADE** | TECHNOLOGY SERVICES |
| **CONTRACTED DAYS AND/OR HOURS** | 260 DAYS, 8 HOURS PER DAY |
| **EXEMPT STATUS** | NON-EXEMPT |
| **JOB CLASS CODE** | 7505 |
| **POSITION CLASSIFICATION** | CLASSIFIED |
| **DATE APPROVED** |  |

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| **QUALIFICATIONS** |
| Any combination equivalent to: high school diploma, G.E.D. Certificate or demonstrated progress toward obtaining a G.E.D. as required by Kentucky law.  |
| Two years of responsible information technology services preferred. |

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| **POSITION SUMMARY** |
| Effectively manage ticketing assignments in the Help Desk ticket queue. Prioritize tickets and assist with scheduling of work to ensure work is completed in a timely manner. Provide primary phone support for end users with occasional on site support. Process all district technology orders. District wide staff user account creation in Active Directory and G Suite.  |

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| **PERFORMANCE RESPONSIBILITIES** |
| Responsible for technology purchasing processes in accordance with District policies and procedures.  |
| Manage app assignments and purchases for district ipads. |
| Create staff G Suite and Active Directory accounts.  |
| Provide phone and onsite support to users for a variety technical issues. |
| Provide district wide Help Desk queue management and complete help desk tickets as assigned. |
| Provide support to local tech leads as necessary. |
| Perform IOS troubleshooting. |
| Troubleshoot network connectivity issues. |
| Participate in the diagnosis, maintenance, and repair of District technology devices and equipment. |
| Collaborates with administrators at assigned locations regarding site technology matters including but not limited to budget, tickets, beginning and end of the year preparations and state of technology in the building. |
| Oversee student help desks at assigned locations. |
| Lead Student Technology Workers at assigned locations.  |
| Maintain and track district wide technology inventory.  |
| Perform other duties as assigned by the Chief Information Officer or Superintendent. |

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| **KNOWLEDGE AND ABILITIES** |
| Basic understanding of Active Directory. |
| Basic knowledge of Group Policy. |
| Ability to install and configure Windows 10. |
| Ability to install Microsoft Office. |
| DHCP and DNS. |

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| **PHYSICAL DEMANDS** |
| Work is performed while standing, sitting and/or walking.  |
| Requires bending, squatting, crawling, climbing, and, reaching.  |
| Must have an adequate range of motion in the upper extremities.  |
| Persons performing service in this position classification will exert 50 pounds of force frequently to lift, carry, push, pull, or otherwise move objects.  |
| Requires the ability to communicate effectively using speech, vision and hearing.  |
| Work is performed while standing, sitting and/or walking.  |
| Requires bending, squatting, crawling, climbing, and, reaching.  |
| Must have an adequate range of motion in the upper extremities.  |