

Nyssa Public Schools

"Going for Great"

Mission: *A Community Committed to Student Success*

Vision: *All Students Are Thriving Citizens Realizing Their Potential*

804 Adrian Blvd. School District #26
Nyssa, Oregon 97913-3689

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DARREN JOHNSON, Superintendent:
RYAN HAWKINS, Assistant Superintendent
JENNA RAVENSCRAFT, Athletic Director

Principals: BRETT JACKMAN, High School
LUKE CLEAVER, Middle School
MATT MURRAY, Elementary School

Job Title: Technology Assistant

Reports to: Supervisor of Technology

Classification: Classified

This position within the Nyssa School District Technology Department is accountable for ensuring continuity of user requests for computer users and the customer experience associated with the services requested. Under the direction and/or consultation of the Supervisor of Technology, provide the expertise necessary to support technology related project goals based on the needs of the end-user(s) and the agency. Rely on knowledge and experience to successfully execute a variety of complicated tasks.

QUALIFICATIONS:

- To perform this job successfully, an individual must be able to perform each responsibility and essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Individual will hold a valid driver's license and have reliable, insured transportation.

EDUCATION / WORK EXPERIENCE:

- Network experience with appropriate education, certification, training or equivalent
- Minimum of 3 years of experience in the networking field or a related area is preferred

SKILLS:

- Proficient skills in customer service and satisfaction
- LAN and WAN including telecom and Internet access
- Excellent organizational skills with ability to work accurately with attention to detail
- Clear understanding of networking, computer hardware, software, and their interaction

- Extensive knowledge of a variety of software including Operating Systems, Server Administration, Active Directory, E-Mail, Microsoft Office, Filtering and Monitoring, Remote Access and Anti-Virus
- Willingness to learn and adapt to new systems and procedures
- Working knowledge of technology planning, E-Rate and budgeting processes
- Ability to work cooperatively as a team member with strong interpersonal, written, and verbal communication skills
- Ability to identify and resolve problems in a timely manner, gather and analyze information skillfully
- Ability to respectfully manage difficult situations, respond promptly to needs and solicit feedback to improve services
- Ability to prioritize and plan work activities and use time effectively
- Demonstrate accuracy and thoroughness, monitor own work to ensure quality and applies feedback to improve performance
- Ability to meet productivity standards and complete work in a timely manner
- Ability to adapt to change in the work environment, manage competing demands and able to deal with frequent changes, delays, or unexpected events

RESPONSIBILITIES and ESSENTIAL FUNCTIONS:

- Acts as the first point of contact for problem resolution and technical assistance from user community
- Takes technical support requests from users utilizing the IT ticketing software
- Assigns, monitors tickets, and manages requests with the ticketing system software
- Follows-up on customer service satisfaction
- Trouble-shoots computer, software, and telecom configuration on site, and over the phone, utilizing remote management tools as required
- Collaborates with Technology department staff to address requests for service and solve specific problems
- Follows established guidelines and utilizes IT purchasing system for technology purchases
- Assists with planning and project management for the design, implementation, and support of technology solutions
- Isolate problems from symptoms, determine alternatives, recommend a solution, and effectively communicate these aspects to management, peers, and users
- Maintains an expert technical skill level in multiple aspects of technology
- Assists with day to day maintenance and operations of server systems and supporting software

- Ensures daily system backups, verification, and restoration of data
- Provides documentation, project tracking and management reporting
- Maintains a current knowledge of computers, servers, switches, wireless, access points, and other misc. equipment
- Understands basic wiring technology, modems, telco, and other aspects of data communications
- Understands and uses diagnostic tools and software for network problem determination
- Assists with coordination for computer, server, and network equipment purchases and upgrades
- Creates, maintains, prioritizes, schedules, and communicates a list of tasks to be completed to IT Manager and Assistant superintendent at a minimum of monthly basis.
- Develops specifications for a variety of technology projects, including determining end-user needs, cost-effectiveness, setting timelines, and communicating with appropriate people
- Takes immediate action, seeks assistance when necessary in response to emergency and outage management situations
- Understands the customer environment, both current, and future needs
- Communicates effectively, both in person and on the phone, with customers, other support service agencies and vendors, at all levels
- Encourages team members to increase networking technology expertise and experiences
- Develops and maintains systems documentation.
- Establishes and maintains effective working relationships with customers, staff, and vendors
- Handles sensitive and privileged information with the highest degree of confidentiality and integrity
- Performs other reasonable duties that from time to time may be assigned to meet the usual and unusual demands placed on the organization

PHYSICAL AND ENVIRONMENTAL CONDITIONS:

Occasional prolonged and irregular hours; frequent standing, stooping, bending, kneeling, pushing and pulling; occasional lifting up to 50 pounds; prolonged use of computer and repetitive hand motions; work on-call and after hours.

Salary and Benefits: Based on CBA

Contract Days: 240