



**TITLE:** Technology Assistant

**REPORTS TO:** Instructional Technology Specialist

**SCOPE:** The Technology Assistant shall provide technical support to York Academy staff, students and parents to ensure effective problem identification and resolution of software and hardware tools, including but not limited to PC's, Chromebooks, mobile devices, and printers used at York Academy Regional Charter School.

**PRIMARY RESPONSIBILITIES:**

1. Setup new computers including imaging, software installation, hardware upgrades and troubleshooting. Apply desktop updates and configuration modifications, as necessary.
2. Troubleshoot and repair/refurbish PC's and Chromebooks.
3. Troubleshoot network issues and report problems.
4. Conduct problem identification and resolution with a focus on help desk ticket resolution.
5. Develop desktop strategies and configuration alternatives to best meet customer needs.
6. Ensure workstations and Chromebooks have the latest security updates, service packs, OS, BIOS & driver maintenance.
7. Provide technical support and training to both staff and students in grades K-12.
8. Maintain current knowledge of Google Admin best practices for an educational setting.
9. Understand Active Directory group policies and maintaining application groups.
10. Maintain inventory of PC's and Chromebooks, including repair history and parts inventory.
11. Provide ongoing hardware and software support for all technologies.
12. Address help desk tickets efficiently and in a timely manner.
13. Troubleshoot and resolves technology failures, documenting required details and changes.
14. Responsible for managing multiple priorities including tickets, projects and other assigned tasks.
15. Keeps current with technology trends and changes related to position.

**EDUCATION, CERTIFICATION, WORK RELATED EXPERIENCES:**

1. Associates degree in Computer Science, Information Technology, or other equivalent technical discipline.
2. Experience providing computer and network support to diverse stakeholders.
3. Proven experience in desktop methodologies and best practices.

**TECHNICAL COMPETENCIES AND SKILLS:**

1. PC Security Administration/Update experience
2. Active Directory experience
3. Google Administration experience

**PHYSICAL DEMANDS:**

1. Ability to reach above and below the waist
2. Ability to use fingers to pick, feel, and grasp objects
3. Ability to lift and/or carry supplies and/or papers weighing no more than 50 pounds
4. Ability to stand, with some walking, sitting, or moving throughout the school

**OTHER SKILLS AND REQUIREMENTS:**

1. Must possess extensive troubleshooting skills
2. Exceptional written and oral communication skills
3. Ability to work well in a demanding and fast-paced environment
4. Ability to multi-task and manage multiple priorities
5. Must be able to successfully pass criminal background checks

Approved: 04/12/2021

York Academy Regional Charter School is an Equal Opportunity Employer. ADA requires the York Academy Regional Charter School to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.