JOB DESCRIPTION

BOARD OF EDUCATION

FAIRFIELD, NJ

NON-CERTIFICATED

CENTRAL OFFICE

TECHNOLOGY/NETWORK ADMIN. ASSISTANT

QUALIFICATIONS:

- High school diploma supplemented by at least one year of college, technical or on the job training with computer technology and networked information systems.
- Demonstrated field experience working with end-user technical support in a responsive, helpful, courteous, and tactful manner leading to timely and appropriate problem resolution or escalation.
- Wide range of computer hardware and software experience in a networked environment and a willingness to learn new and emerging technologies as they are introduced to the schools.
- Demonstrated knowledge and field experience with basic applications including google apps, word processing, spreadsheets, databases and student information systems.
- Demonstrated ability to train staff and work with students on a variety of technology tools; including: productivity suites, learning applications, and web-based software.
- Demonstrated field experience working with confidential and time-sensitive matters.
- Demonstrated strong oral and written communication skills.
- Demonstrated organization skills, with attention to detail.
- Ability to physically lift and carry technology equipment (approximately 40 lbs.).

REPORTS TO: Superintendent

GENERAL RESPONSIBILITIES:

This position provides technical support to school staff and students, acting as a first-line of support for all hardware and software technical questions. This position will be assigned to support students and staff as they work with and use technology and will play a critical role in online test taking. This job is physically demanding, requiring the ability to bend, lift, crouch, kneel, and walk, in addition to reaching, handling and requires strong near visual acuity in order to perform the essential functions. The person who fills this position must be able to work independently, be intrinsically motivated, highly organized, detail oriented, generate creative solutions, and self-monitoring of personal performance, while focusing on staff and students' needs, providing solutions in a timely and sensitive manner.

ESSENTIAL FUNCTIONS:

Technical:
- Install new workstations, laptops, chromebooks, printers and peripherals, preparing them for use; including recycling.
- Maintain the district Chromebooks by sending out defective chromebooks under warranty for repair, or replacing parts on defective chromebooks that are out of warranty.
- Provide first-response technical support, including testing and troubleshooting workstations, laptops, printers, SmartBoards/interactive system and peripherals; contacting vendor support as required/needed.

- Install, test and troubleshoot software applications (instructional and administrative), being conscious of software requirements, license restrictions, and end-user needs.
- Work with tech department to manage and maintain building wiring closets, including cleanliness, labeling, and cable management.
- Work with tech department to maintain optimal network performance and security; Deploy and maintain network infrastructure including wireless access points, routers, switches and firewalls.
- Maintain and update the district's website.
- Manage users, groups and permissions on Windows and Google domains using Active Directory and Google Admin Console. Manage student information systems.
- Assist district staff with various audio and visual needs, including setting up recording and editing video projects. Set up audio and visual equipment for recording and/or live streaming various events, assemblies, and board meetings.
- Maintain personal and professional technology skills, keeping current with industry trends and bringing that knowledge forward for the good of the organization.

Non-Technical:
- Manage and maintain accurate building technology inventory records and counts.
- Promote a positive and professional image of the District at all times.
- Participate in meetings as required, offering insight and direction to people's use of technology as it relates to the District's Information Literacy and Technology Plan.

Terms of Employment:

Twelve-months per year. Salary and work year to be determined by the board of education. Perform other duties within the scope of employment and certification as may be assigned.

Evaluation:

Performance of this job will be evaluated annually in accordance with provisions of the board's policy on evaluation of support services personnel.

NJSA: 18A::6-7.1, -10, :16-2, 25-2, 26-1, -1.1, -2, :27, :28-3, -5, -8,
NJAC: 6:3-3.1 et seq., -4.1 et seq., 4A-4, -5.1 et seq., 6:8, 6A:7, :8, :9,, 9-3, -5, -8, 9-9, -11.13, -12.3, -12.6, -14, -15, -16, 6A:24, -6.1

Adopted: May 12, 2015
Revised: February 16, 2023
Revised: January 17, 2024