

# Anoka Hennepin Independent School District #11

## Position Standard

### **Technology Support Assistant**

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Provide technology support and assistance to a particular group of end users.

#### **Essential Functions:**

- Provide support in deploying, configuring, maintaining, and monitoring desktop, laptop, and mobile device technology.
- Install, trouble-shoot, and maintain technology hardware, software, and related peripherals.
- Support specialized computer applications and operating systems software.
- Assist staff with hardware and software applications.
- Ensure devices will function within the network and have appropriate applications, security, and updates implemented.
- Thoroughly research, diagnose, troubleshoot, and test solutions to technical problems using available resources.
- Collaborate with Client Support Services team and clients on device support, management, and deployment.
- Develop documentation and self-help materials to support district-wide technology.
- Provide setup and assistance with the client audio-visual needs.
- Work with client's specific technology needs and applications, which may include professional development.
- Perform other tasks and assume other responsibilities as assigned by the Client Support Services Supervisor.

#### **Minimum Qualifications:**

- High School Diploma or equivalent.
- 1+ years successful technology support experience with hardware and software. Either on-the-job training, technical school or college coursework desired. Equivalent experience/training considered. Experience in K-12 Education preferred.
- Excellent customer service skills.
- Ability to work positively with staff.
- Ability to work in a team environment.
- Excellent communication skills including writing, speaking, and listening.
- Ability to troubleshoot computer problems.
- Ability to ascertain, interpret, and document technology/training needs.
- Ability to manage time effectively and work independently.
- Ability to work with diverse groups.
- Ability to maintain regular attendance, which includes completing an assigned day.
- Must be able to lift equipment weighing up to 40 pounds.
- Ability to perform position responsibilities including physical factors, work devices and materials handling, data functions, and people functions.

**Physical Factors includes:**

Constant: walking, pushing, stooping, squatting, repetitive arm, simple grasp, hearing, visual accommodation;

Frequent: lifting waist to chest, lifting below waist, pulling, kneeling, twisting, reaching, tasting/smelling, near vision, midrange vision, depth perception, field of vision;

Occasional: standing, sitting, reclining, lifting above shoulders, carrying, climbing, balancing, crouching, repetitive foot, firm grasp, fingering, feeling, talking, far vision.