

PENN MANOR SCHOOL DISTRICT

TITLE: Technology Program Assistant

DATE:

REPORTS TO: Technology Director

APPROVED BY:

JOB SUMMARY: Under the leadership of the Technology Director, the Technology Program Assistant provides administrative, clerical, and customer assistance to ensure the smooth and efficient daily operations of the technology department. This position interfaces with staff and faculty on a continual basis and requires a high degree of interpersonal skill and human relations ability. All job functions are to be executed with high quality customer service. Customers include staff, teachers, students, parents and community members. Examples demonstrative of high quality service may include, but are not limited to prompt responses to inquiries, professional and courteous verbal and non-verbal communication, and proactive problem solving.

PRIMARY DUTIES AND RESPONSIBILITIES:

1. Performs clerical duties including but not limited to answering phones and directing calls, greeting and assisting visitors, typing and distributing correspondences, facilitating communications, scheduling appointments, data entry, and ordering.
2. Provides clerical and program support to student 1:1 initiatives, including the inventory and tracking of student devices, parent notices, device status, and minor repairs.
3. Coordinates and maintains Sapphire Community Portal parent and student applications and accounts; supports parents and guardians during the account creation process.
4. Provides support and assistance to district registration; performs various registration tasks as needed.
5. Assists with technology support tickets, escalates issues; prepares service reports.
6. Maintains technology inventory, records, and meeting minutes; assists with the preparation and communication of technology reports.
7. Manages and maintains accounts for IT systems, including phones, copiers and printing.
8. Maintains and updates content management systems, district websites, and document systems.
9. Assist staff and students with network accounts, system credentials and access rights.
10. Foster customer relationships through ongoing issue status updates and other communications.
11. Collaborate with the Technology Team to proactively build customer-focused IT solutions for district students, teachers and staff.
12. Perform other duties and projects assigned by the Technology Director or Leadership Team.

QUALIFICATIONS:

Experience as a secretary, background in technology or education preferred
High school diploma or equivalent is required
Valid Pennsylvania driver's license and access to personal transportation
Submission of pre-employment medical examination (Section 148 of the Pennsylvania School Code)
Submission of a report of criminal history record from the Pennsylvania State Police (Section 111 of the Pennsylvania School Code)

Submission of a clearance report from the Pennsylvania Department of Public Welfare in accordance with Act 151 of 1994

Submission of Federal Criminal History Record in accordance with Act 114 of 2006

Such alternatives to the above qualifications as the Board may find appropriate and acceptable

- PHYSICAL DEMANDS:** Ability to reach above and below the waist
Ability to use fingers to pick, feel and grasp objects
Ability to lift and/or carry supplies and/or papers weighing no more than 50 lbs.
Ability to mostly sit with some walking and standing or moving throughout the work environment
- SENSORY ABILITIES:** Visual acuity
Auditory acuity
- WORK ENVIRONMENT:** Normal school building environment
Subject to inside environmental conditions
- TEMPERAMENT:** Must possess excellent interpersonal skills and a passion for customer service
Tenacity and a drive for accuracy and effectiveness
Must be able to work in an environment with frequent interruptions
Flexibility and capability to manage multiple tasks
Ability to prioritize and work both independently and within a team
- COGNITIVE ABILITY:** Ability to communicate and write effectively
Ability to organize tasks
Ability to handle multiple tasks
Ability to exercise good judgment
Ability to interpret, analyze, and follow detailed written and verbal communications
- SPECIFIC SKILLS:** Must possess computer and basic troubleshooting skills
Must possess general office/secretarial skills
Ability to operate office equipment
Maturity and integrity when handle confidential information

(Reasonable accommodations may be made to enable a qualified individual with a disability or disabilities to perform the primary duties and responsibilities of the job.)