

ERIE COUNTY TECHNICAL SCHOOL

Job Description

TITLE: Technology Assistant
REPORTS TO: Information Systems & Technology Manager
DEPARTMENT: Technology
REVISION DATE: 3/9/2004

QUALIFICATIONS: Associate degree in Information Technology or related computer experience required. Experience with Windows 2000/2003 server and web development preferred.

TALENTS: This position requires the employee to possess a service mentality, a need for mastery of their work, and the ability to impose structure in their work day. In addition, the employee must take personal accountability for their work, and promote team work while having an awareness and attentiveness to individual differences.

JOB STATEMENT: The technology assistant will aide faculty and staff with technology issues under the direction of the Information Systems and Technology Manager.

PERFORMANCE RESPONSIBILITIES:

Information Technology

1. Provides a higher level of help desk assistance in a professional and courteous manner.
2. Assists with planning, implementation and documenting system installations.
3. Provides assistance to maintaining web, email and application servers.
4. Installs software as needed.
5. Conducts troubleshooting with work stations and peripherals.
6. Assists Information and Technology Manager with daily maintenance.
7. Performs web development and maintenance.
8. Assists in preparing, filing and maintaining records related to technology usage.

General

9. Reports urgent problems to the Information Technology Manager in a prompt manner.
10. Attends training sessions and departmental meetings as requested.
11. Performs other duties as assigned by the Information Systems and Technology Manager.

BARGAINING UNIT CLASSIFICATION:

TERMS OF EMPLOYMENT: Part-time

I have reviewed the above job description and analysis and understand the requirements of the position _____.
(Initials)

Employee

Date

Created: 5/2002
Version Date: 1/05/2005

