

Hours: TBD

Start Date: September 9, 2024

Approved up to 20 hours per week. Hours are determined as demand requires.

Reporting to: Jonathan Hansen, Director of Technology + Security

Hourly Pay Rate: TBD

JOB GOAL: To provide basic support to the school in the testing, installation and troubleshooting of computer and network software applications and hardware to support Abiqua's Mission and Strategic Plan Objectives.

ESSENTIAL REQUIREMENTS:

1. Ability to work harmoniously with others and to communicate effectively (both orally and in writing) with students, parents, and staff.
2. Previous experience providing technical support in a K-12 environment is preferred.
3. Basic knowledge of technology (i.e., computer hardware/software)
4. Must be punctual, dependable, self-disciplined, and have excellent attendance.
5. Possess strong initiative and self-motivation.
6. Ability to provide, or arrange, own transportation.
7. Strong customer service skillset preferred.
8. Ability to work independently on assigned tasks from supervisor, in addition to working cooperatively with other district staff and other summer workers.
9. Such alternatives to the above requirements as the school may deem appropriate and acceptable.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Accurately diagnose and provide solutions to hardware and software technology problems, including preventative maintenance, escalating as necessary to tech dept staff.
2. Install software applications and upgrades and adjust applications to meet user's needs.
3. Complete summer technology maintenance, including maintaining an accurate inventory of technology assets.
4. Respond to assigned work tickets in supporting hardware and software related problems.
5. Maintain documentation of work performed on assigned work tickets as well as other technology related services that require updating of documentation.
6. Act as a friendly ambassador for Abiqua School.
7. Perform physical requirements which may include:
 - a. Moderate degree of physical stamina and a light degree of physical strength.
 - b. Ability to stand, walk, bend frequently and occasional lifting up to 50 lbs.
 - c. Ability to use computer, telephone, and other office equipment for extended periods of time.
 - d. Ability to make frequent trips from one's workstation to other classroom locations on campus.
8. Ability to manage multiple tasks and projects.
9. Ability to maintain confidentiality when dealing with sensitive information and data.

10. Answer, evaluate, and prioritize incoming electronic communications (email, phone, etc.) and in-person assistance requests, as necessary.
11. Other duties as assigned.

CERTIFICATES, LICENSES, REGISTRATIONS, BONDING, AND/OR TESTING REQUIRED:

1. Possession of a current Oregon Operator's License issued by the State Department of Motor Vehicles (Preferred).
2. Pass a background check.