

## ARCHDIOCESE OF INDIANAPOLIS

### JOB DESCRIPTION

#### Technology Assistant

#### I. IDENTIFYING INFORMATION

Position Title: Technology Assistant  
Location: Bishop Chatard High School/Trojan Tots/Trojan Tots Too  
Status: Full Time  
FLSA: Non-Exempt  
Reports to: Director of Technology, Assistant Principal  
Supervises: n/a

#### II. PRIMARY FUNCTIONS

The Technology Assistant will work alongside the Director of Technology and is responsible for supporting the technology needs of Bishop Chatard High School. Work is focused on supporting students and managing the client device inventory during the school day. The role also maintains audiovisual equipment (projectors, TV's, Apple TV) and printers. In addition, they will provide technical support for events both during school hours and outside school hours. Bishop Chatard has a well-established 1:1 student device program based on Apple iPads, as well as an inventory of Apple and Windows client computers used by the faculty and staff. The position provides level-one & two support to students and staff and requires experience in maintaining and troubleshooting consumer devices.

#### III. POSITION CONTENT

##### A. ESSENTIAL FUNCTIONS

1. Support audio/visual systems, including projectors, TV's, cameras, and other equipment
2. Support with A/V during special events (Annual Fund Dinner, Chatard-a-bration, Grandparents Day Mass, etc.)
3. Available at the Tech Counter during specific hours, engaging students and staff to resolve issues
  - a. Troubleshooting for staff and teacher computing issues
  - b. Troubleshooting student ipad issues
4. Execute basic security administration procedures (password resets, user training, basic troubleshooting)
5. Monitor Helpdesk ticketing system and respond to issues in a timely manner
6. Manage device inventory with mobile device management software (currently Jamf School)
7. Troubleshoot printing and copying systems on campus (Currently Papercut)
8. Periodically assisting at two other locations Trojan Tots and Trojan Tots Too both within a 5-10 min drive of main campus, Bishop Chatard High School
9. Other duties as necessary to ensure efficient functioning of the School/ Parish/ Agency

#### IV. POSITION SPECIFICATIONS/REQUIREMENTS

##### A. SKILLS, KNOWLEDGE, AND/OR ABILITIES

1. Good organization and planning skills
2. Ability to organize and manage workload to meet deadlines
3. Both hardware and software skills are required
4. General server support and troubleshooting
5. Coordinates repair work or ticket requests with teachers and staff to minimize loss of classroom instruction and office production.
6. Strong verbal communication skills -- to work with students and staff, understand needs, and provide training
7. Self-motivated. Ability to work with minimal supervision
8. Collaborative – able to be a key member of a technology team
9. Ability to handle multiple projects and priorities simultaneously
10. Ability to reach, bend, stoop, and stand for extended periods
11. Ability to lift up to 40 pounds
12. Willingness to foster the Church's mission

B. EDUCATION, TRAINING, AND/OR EXPERIENCE

1. Must be able to understand and to comply with the Archdiocese of Indianapolis Code of Conduct
2. Must be able to successfully complete the Archdiocese of Indianapolis Child Safety Training
3. Background screening required
4. Valid driver's license
5. Troubleshooting hardware and software issues with end users, primarily Apple iPad and MacBook, Windows laptop, and desktop computers
6. OSX and Windows operating system installation and configuration
7. Mobile device management software, such as Jamf School, and apple configurator
8. Administering and troubleshooting audiovisual equipment and printers
9. Basic IT security administration

V. WORKING ENVIRONMENT

- A. Environment-primarily indoors
- B. Exposures encountered-loud noise, potential extreme heat/cold
- C. Physical demands, as applies: Bending/ stooping/ stretching/ climbing/ walking/ standing/ sitting/ lifting 40 lbs. regularly throughout the work day
- D. Monday-Friday with occasional evening/weekend, potential on call if Director of Technology is unavailable
- E. Must be able to communicate extensively and effectively with staff and vendors via telephone/TDD, one-on-one conversations, face-to-face, public presentations, and written correspondence
- F. Must be able to sit or stand for extensive periods of time and navigate through the school building
- G. Requires extensive use of keyboards and other administrative equipment
- H. Must be able to function within a moderate/loud noise level environment
- I. Ability to travel to and work regularly in the school building located in Indianapolis, Indiana is required

Date of job description: Jan 2024

Employee signature below indicates the employee has received a copy of this description and indicates the employee's understanding of the requirements, essential functions and duties of the position.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_