

Browning Public Schools  
**Board Agenda Request**  
Meeting To Be Held: August 12, 2025



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**Recognition:**   ☐ Students                      ☐ Staff                      ☐ Parents  
**Information:**   ☐ Building Report                      ☐ Old Business                      ☐ Superintendent's Report  
**Action:**   ☐ Resignation                      ☒ Hiring                      ☐ Contract Service Agreements  
                    ☐ Travel Out-of-State                      ☐ Travel In State                      ☒ Approvals  
                    ☐ Termination                      ☐ Legal Matters                      ☐ Other:  
                    This action request pertains to   ☐ Elementary (only)                      ☐ High School/District Wide

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**Date:**      08/07/25

**To:**        Rebecca Rappold  
                 Superintendent of Schools

**From:**    Bev Sinclair  
**Title:**     Director of Human Resources

**Subject: Approval: Change Technology Assistant Job Title, Duties and Salary**

**Description:** Rebecca Rappold is recommending changes to the Technology Assistant position. This position was previously held by William Kennedy to support the increasing demands on the Technology Director and the Technology Department. The changes requested are as follows:

-  Change title to "Technology Assistant Director"
-  Add additional duties to support Technology Director

**Financial Impact:** Salary range: \$55,000 -- \$60,000; the same as the Technology Assistant position.

**Funding Sources:** Salaries, benefits, and payroll costs to be charged against budgets for respective building/department/program/grant as applicable.

**Attachment(s):** JDs: Technology Assistant (old) and Technology Assistant Director (New)

**Superintendent Action:**   ☐ Approved   ☐ Denied   ☐ Deferred      Initial & date: \_\_\_\_\_

**Comments:** \_\_\_\_\_

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**Board Action:**   ☐ N/A (Info)   ☐ Approved   ☐ Denied   ☐ Tabled: \_\_\_\_\_



**Browning Public Schools**  
**JOB DESCRIPTION**  
Effective: August 26, 2020



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## Technology Assistant (Previous Title and Job Description)

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### Summary of Functions

Provides technical support to staff and students, troubleshoots issues, provides timely feedback to staff and students through help desk, supports installing new hardware including network equipment and user devices such as laptops, tablets among other duties.

### Duties and Responsibilities

- 1) Technical Support Responsibilities
  - a. Identifying hardware and software solutions.
  - b. Troubleshooting technical issues.
  - c. Diagnosing and repairing faults
  - d. Resolving network issues.
  - e. Installing and configuring software.
  - f. Provide timely and accurate feedback to users.
  - g. Talking with users through a series of actions to resolve a problem.
  - h. Replacing and/or repairing necessary parts on equipment
  - i. Managing multiple support incidents at one time
  - j. Testing and evaluating new technologies.
- 2) Technical Support Requirements
  - a. Work experience in the field of instructional technology.
  - b. Prior experience in tech support, mobile support or similar role.
  - c. Proficiency in MacOS, iPadOS, iOS, Windows operating systems.
  - d. Experience with remote desktop applications and help desk software.
  - e. Attention to detail and good problem-solving skills.

Supervised by and reports to the Technology Director.

## **Qualifications**

Education/Experience - Any combination of education and experience that would provide the required skill and knowledge for successful performance would be qualifying. However, applicants must meet the following minimum qualifications:

- ☐ An Associates of Arts degree in computer technology or two years of equivalent coursework.
- ☐ Valid Montana driver's license
- ☐ Proficient with desktop and laptop computers
- ☐ Knowledge of and experience with operating systems and telecommunications
- ☐ Proficient with computer software, preferably Microsoft Word and Excel
- ☐ Knowledge of and familiarity with web page design
- ☐ Good communication, problem solving and organizational skills
- ☐ Ability to handle details accurately
- ☐ Ability to work with and motivate staff
- ☐ Genuine interest in working with students and staff.
- ☐ Ability to work with others and without close supervision
- ☐ Physical ability to sit for a portion of the time; walk and stand for extended periods; and to exert 20 pounds of force frequently to lift, carry, push, pull or otherwise move objects.
- ☐ Good work habits

The information contained in this job description is for compliance with the American with Disabilities Act (ADA) and is not an exhaustive list of duties performed for this position. Additional duties are performed by the individuals currently holding this position and additional duties may be assigned.

## **Browning Public Schools**

### **Job Description**

**Effective:** August 12, 2025

**Position:** Technology Assistant Director (New Title and Job Description)

### **Summary of Functions**

Delivers comprehensive technical support to district staff and students by diagnosing and resolving hardware, software, and network issues through multiple channels, including help desk ticketing, phone support, and on-site assistance. Responsibilities include configuring, managing, and maintaining technology equipment, network infrastructure, safety equipment, and user devices such as laptops and tablets. Organizes technical support teams and manages technology projects to ensure efficient operations and successful implementation of district initiatives. Ensures timely communication and follow-up throughout the support process to maintain optimal technology operations across the school environment, among other duties as assigned.

### **Duties and Responsibilities**

1. Technical Support Responsibilities
  - a. Identify hardware and software solutions.
  - b. Troubleshoot technical issues.
  - c. Diagnose and repair faults.
  - d. Resolve network issues.
  - e. Install and configure software.
  - f. Provide timely, accurate, and cordial feedback to users.
  - g. Guide users through a series of actions to resolve problems.
  - h. Replace and/or repair necessary parts on equipment.
  - i. Manage multiple support incidents concurrently.
  - j. Test and evaluate new technologies.
2. Technical Support Requirements
  - a. Work experience in the field of instructional technology.
  - b. Prior experience in tech support, mobile support, or a similar role.
  - c. Proficiency in MacOS, iPadOS, iOS, and Windows operating systems.
  - d. Experience with remote desktop applications and help desk software.
  - e. Attention to detail and strong problem-solving skills.
3. Personnel Management and Administrative Requirements
  - a. Able to plan and lead a team to a goal set by the Director or another Administrator.
  - b. Organize and plan meetings and training for staff and students regarding technical topics.

Supervised by and reports to the Technology Director.

### **Qualifications**

#### **Education/Experience**

Any combination of education and experience that would provide the required skills and knowledge for successful performance is qualifying. However, applicants must meet the following minimum qualifications:

- An Associate of Arts degree in computer technology or two years of equivalent coursework.
- Valid Montana driver's license.
- Proficiency with desktop and laptop computers.
- Knowledge of and experience with operating systems and telecommunications.
- Proficiency with computer software; both cloud and on-device.
- Knowledge of and familiarity with web page design.
- Strong communication, problem-solving, and organizational skills.
- Ability to handle details accurately.
- Ability to plan, problem-solve through, and implement assigned projects.
- Ability to motivate staff and keep them organized toward a common goal.
- Genuine interest in working with students and staff.
- Ability to collaborate with others and work independently without close supervision.
- Physical ability to sit for a portion of the time; walk and stand for extended periods; and exert up to 20 pounds of force frequently to lift, carry, push, pull, or otherwise move objects.
- Good work habits.

### **Equal Employment Opportunity (EEO)**

Browning Public Schools is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

### **Americans with Disabilities Act (ADA)**

This job description is intended to comply with the Americans with Disabilities Act (ADA) and should not be construed as an exhaustive list of all duties performed by individuals in this position. Additional duties may be assigned, and the job description may be modified at any time.