

POSITION DESCRIPTION
Technology Clerical

SECTION I: GENERAL INFORMATION

Position Title: Technology Clerical	Department: Technology
Immediate Supervisor's Position Title: Director of Technology	FLSA Status Non-Exempt
Pay Grade Assignment:	Bargaining Unit: Clerical Unit
General Summary of Purpose Of Job: Under general supervision, the Technology Clerical provides administrative and operational support to the district's Technology department. This role primarily focuses on managing user access, equipment logistics, and departmental records. The Technology Clerical acts as a key point of contact for district-wide technology inquiries, assists with procurement processes, and supports cyber security and compliance efforts, ensuring the smooth functioning of technology resources across the district.	

SECTION II: ESSENTIAL DUTIES AND RESPONSIBILITIES:

Duty No.	Essential Duties: (These duties are a representative sample; position assignments may vary.)
1.	Manages non-district user accounts, ensuring they are current and reflect accurate access permissions.
2.	Collaborates with Human Resources to ensure new hires receive the correct technology access within the district's information systems.
3.	Serves as the primary phone contact for technology inquiries for the entire district, providing initial support and directing calls as needed.
4.	Assists with answering the main operator line for the district, supporting general communication flow.
5.	Orders and organizes technology equipment (e.g., Chromebooks, phones) for distribution to various district sites by assigning help desk tickets for set up.
6.	Provides administrative support to the technology staff, including serving as a liaison between the technology department, students and parents.
7.	Updates and maintains non-district user contracts related to technology access including communicating access denials to non-district employees based on security protocols.
8.	Coordinates the recycling process for outdated technology equipment, ensuring proper disposal.
9.	Processes technology orders in collaboration with procurement staff and verifies order readiness.
10.	Maintains a budget spreadsheet for the Technology department, tracking expenditures.
11.	Assists with compliance reporting for technology-related operations.
12.	Assists in managing, interpreting and filing of E-rate budget codes for government-eligible technology items, ensuring proper categorization.
13.	Performs other related duties as assigned, supporting the overall operations and efficiency of the Technology department.

SECTION III: WORK REQUIREMENTS AND CHARACTERISTICS

EDUCATION/EXPERIENCE REQUIREMENTS: Minimum education and experience required to perform adequately in position could reasonably be attained only by completing the following:

X	High school diploma or GED.
	Degree Required:
X	Required Work Experience in Addition to Formal Education/Training: Minimum three (3) years of administrative support or office clerical experience, preferably in a technology-focused or school district environment., OR a combination of education and experience totaling (4) years.
	Required Supervisory Experience:

PREFERRED EDUCATION/EXPERIENCE REQUIREMENTS:

- Associate's Degree or technical certification in Information Technology, Computer Science, or a related administrative field.
- One (1) year of experience in a technology department or help desk environment.
- Familiarity with common help desk ticketing systems or IT asset management software.

LICENSE/CERTIFICATION: (Identify licenses/certification required upon hiring:

None required.

ESSENTIAL KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO PERFORM THE WORK

Knowledge

- Working knowledge of general office administration procedures and record-keeping.
- Basic understanding of technology concepts, user access management, and equipment deployment.
- Familiarity with budget tracking and procurement processes.
- Customer service principles for assisting users with technology inquiries.
- Awareness of cyber security principles regarding access permissions.

Skills

- Strong verbal and written communication skills for phone support and email correspondence.
- Solid organizational skills for managing equipment, contracts, and records.
- Accurate data entry and attention to detail for user accounts and budget tracking.
- Proficiency in Microsoft Office Suite, particularly Excel for spreadsheets.
- Effective problem-solving skills for routine technical and administrative issues.
- Interpersonal skills for collaborating with HR, IT staff, and district employees.

Abilities

- Work effectively under general supervision.
- Prioritize and manage daily tasks efficiently.
- Learn and adapt to new technology systems and software quickly.
- Communicate technical information clearly to non-technical users.
- Maintain confidentiality of user data and security information.
- Collaborate effectively within a team environment.
- Provide accurate and timely administrative support.

PHYSICAL REQUIREMENTS: Indicate according to the requirements of the essential duties/responsibilities

Employee is required to:	Never	1-33% Occasionally	34-66% Frequently	66-100% Continuously
Stand		√	√	

Walk			√	
Sit			√	
Use hands dexterously (use fingers to handle, feel)				√
Reach with hands and arms			√	
Climb or balance	√			
Stoop/kneel/crouch or crawl		√		
Talk and hear				√
Taste and smell	√			
Lift & Carry:				
Up to 10 lbs.			√	
Up to 25 lbs.		√		
Up to 50 lbs.	√			
Up to 100 lbs.	√			
More than 100 lbs.	√			
Vision Requirements:	Yes	No		
No special vision requirements	√			
Close Vision (20 in. of less)		√		
Distance Vision (20 ft. of more)		√		
Color Vision		√		
Depth Perception		√		
Peripheral Vision		√		
General Environmental Conditions:				
Work is performed under normal office conditions and there are minimal environmental risks or disagreeable conditions associated with the work. The typical noise level is considered to be moderate.				
General Physical Conditions:				
Work can be generally characterized as:				
Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.				

RESPONSIBILITY FOR DIRECT SUPERVISION OF THE FOLLOWING POSITIONS:
N/A

SECTION IV: CLASSIFICATION HISTORY AND APPROVAL

This Position Description reflects an accurate and complete description of the duties and responsibilities assigned to the position.	
_____	_____
Signature – Human Resources	Date
Job Classification History:	
Prepared by TS 5/2025	
Board Approval:	
Reviewed/updated:	
Reviewed/updated:	