

George County School District

Technology Assistant

Job Purpose

APPROVED

JUN 02 2026

G C SCHOOL BOARD



The Technology Assistant provides first-line technical support and assistance to ensure the efficient operation of instructional and administrative technology within the school district. This position supports staff and students by troubleshooting hardware and software issues, maintaining equipment and inventory, and assisting with the integration and use of educational technology tools.

Knowledge, Skills, and Abilities

- **Technical Troubleshooting:** Ability to diagnose and resolve common hardware and software issues in a networked environment.
- **Technology Proficiency:** Working knowledge of computer systems, peripherals, productivity software, and educational technology applications.
- **Customer Service Skills:** Ability to provide responsive, courteous, and effective technical support to end users.
- **Communication Skills:** Strong oral and written communication skills to assist and train staff and students.
- **Organizational Skills:** Ability to maintain accurate records, manage inventory, and track service requests.
- **Adaptability:** Willingness and ability to learn new and emerging technologies.
- **Confidentiality:** Ability to handle sensitive and time-sensitive information appropriately.
- **Collaboration Skills:** Ability to work effectively with staff, students, and technology team members.
- **Physical Ability:** Ability to lift and carry technology equipment up to approximately 40 pounds.

Minimum Qualifications

- **Education:** High School Diploma or equivalent required; Associate Degree in Computer Science, Information Systems, or related field preferred.
- **Experience:** Experience in technical support, customer service, or installing and troubleshooting computer hardware and software preferred.
- **Certification:** Ability to obtain basic technology certifications preferred.
- **Clearance:** Must pass background check and fingerprinting as required by the Mississippi Department of Education.
- **Physical Requirements:** Ability to lift, carry, and move equipment and perform tasks requiring bending or reaching.

Duties and Responsibilities

- Demonstrates prompt and regular attendance.
- Installs, configures, and prepares workstations, laptops, printers, and related peripherals for use.
- Provides first-line technical support by troubleshooting hardware, software, and network issues and escalating when necessary.
- Installs, tests, and updates software applications in accordance with licensing requirements and district guidelines.

- Assists in maintaining network equipment areas, including organization, labeling, and cable management.
- Supports network performance and security by identifying and reporting issues.
- Maintains accurate technology inventory records and assists with asset tracking and audits.
- Assists in managing computer labs and ensures devices are ready for instructional use.
- Supports online testing by preparing devices and assisting staff during administration.
- Provides classroom and staff support for the effective use of instructional technology tools and applications.
- Assists with setup and operation of audio-visual equipment for meetings, events, and instructional activities.
- Participates in meetings, training sessions, and professional development to enhance technical knowledge and skills.
- Communicates effectively with staff and students to resolve technical issues in a timely manner.
- Collaborates with technology staff to support district technology initiatives and operations.
- Performs general clerical and technical tasks as assigned, including limited travel as required.
- Promotes a positive and professional image of the district at all times.
- Adhere to the Mississippi Educator Code of Ethics and all district policies and procedures and supports the George County School District Core Beliefs and Mission.

Reports To: Technology Coordinator

Supervises: N/A

Terms of Employment and FLSA Status

- At-Will Employment / Non-Exempt
- 240 Days Per Year

DISCLAIMER: The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to this job.

	Employee's Printed Name
	Employee's Signature & Date
	Supervisor's Signature & Date