JOB POSTING

Job Title: Technology Assistant  
Department: Technology  
Direct Supervisor: Manager of Technology  
FLSA Status: Non-Exempt  
Full-time/Part-time: Part-Time; 20 hours/week  
Salary: $21.75/hr  
Date Prepared/Revised: November 2022

I. JOB SUMMARY

The Technology Assistant is responsible for support of technology-related operations.

Work schedule may include: weekends, evenings, holidays and extended hours in order to meet the needs of the organization. Management retains the right to alter work schedules accordingly.

II. DUTIES, RESPONSIBILITIES & ESSENTIAL FUNCTIONS

Responsibilities include:
- Provide hardware and software support and troubleshooting to RMSC user base consisting of desktop PCs, laptops, mobile devices and other IT-related hardware and software
- Build or setup hardware for user workstations, including operating system installation, network configuration, and connection to shared resources and printers
- Check computer hardware to ensure functionality
- Install and configure appropriate software as needed
- Ensure security and privacy of networks and computer systems
- Perform troubleshooting to diagnose and resolve problems (repair or replace parts, etc.)
- Provide orientation and guidance to users on how to operate new software, computer and other technology-based equipment
- Monitor backups of RMSC systems
- Other duties as assigned

III. JOB DIMENSIONS

The Technology Assistant is responsible/accountable for 100 computer systems as well as printers, network devices and other peripheral hardware.

IV. SUPERVISORY RESPONSIBILITIES

The Technology Assistant is not responsible for the supervision of any direct reports.

V. FUNCTIONAL REQUIREMENTS

A. Technology, Equipment, Tools:
- Experience with Microsoft and Apple operating systems, Google Workspace (Gmail, Drive, etc.), Microsoft Office and Adobe products
- Experience building custom computer hardware and systems
- Knowledge of networking hardware and wiring including routers, switches and wireless access points
B. Mental Capabilities

**Communication skills** –
Ability to read and interpret documents such as safety rules, operating and maintenance instructions and technical procedures. Ability to write routine reports, correspondence and procedure manuals. Ability to speak effectively with groups of individuals (internal and/or external).

**Mathematical skills** –
Ability to count, add, subtract, multiply, and divide all units of measure, using whole numbers, common fractions, and decimals. Ability to calculate figures and amounts such as proportions, percentages, and ratios. Ability to analyze variances.

**Reasoning ability**–
Ability to define problems, collect data, establish facts and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or written form and deal with several abstract and concrete variables. Ability to exercise judgment and make decisions within standard practice. (Cannot change practices or policies. Can make decisions within those practices and policies.)

C. Physical Activity
While performing the duties of this job, the employee is regularly required to be mobile and move quickly from one end of campus to another; to manipulate, or feel objects, tools or controls; reach with hands and arms, stoop, kneel and crouch.

The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required include close vision, depth perception and ability to adjust focus.

D. Work Environment
While performing the duties of this job, the noise level in the work environment is variable. While performing the duties of this job, the employee occasionally works around electrical current and moving mechanical parts.

VI. QUALIFICATIONS

**Educational & Experience Requirement**
An equivalent combination of any of the following education and/or experiences:
- Associate’s or Bachelor’s degree in Information Technology, MIS, Computer Science, or related field.
- Experience working with computer hardware, operating systems and networking devices.
- Ability to troubleshoot problems as they arise, to take initiative.
- Ability to communicate effectively in group and individual situations as well as in written form.
- Proven organizational skills and ability to work independently on multiple, detailed projects simultaneously.

**Preferred Skills/Competencies**
- Out-going personality and ability to work with a wide variety of individuals
- High levels of organization, attention to detail and effective time and project management skills

Please submit your resume & cover letter to Sue MacDonald, Senior Director of Human Resources at smacdonald@rmsc.org

Deadline to apply: December 12, 2022   Due to the high volume of resumes we receive, no phone calls please.
This job posting reflects management’s assignment of essential functions and does not restrict management’s right to assign or reassign duties and responsibilities to this job at any time. RMSC is committed to creating a diverse environment and is proud to be an equal opportunity employer. This policy expressly prohibits discrimination based on sex, race, color, religion, creed, national origin, age, marital status, sexual orientation, disability, genetic predisposition, gender identity or expression, carrier status, domestic violence victim status, veteran status, or status as a member of any other protected group or activity.