GISD

Job Title: Mobile Technology Assistant	**Exemption Status/Test:** Exempt
Reports to: Mobile Technology Administrator	**Date Revised:** July 26, 2016

Dept. /School: Technology and Information Services: Network and Communications Infrastructure

Primary Purpose:

Assist in management and implementation of mobile technology devices and systems

Qualifications:

Education/Certification:
Advanced technical education or equivalent experience
JAMF Certified Casper Technician (CCT), preferred

Experience:
Experience managing MacBooks and iOS devices using the Casper Suite Mobile Device Management System, including distribution of profiles, applications and imaging
Minimum three (3) years supporting mobile technology in educational environment

Special Knowledge/Skills:
Proficiency with Microsoft, Apple and Android operating systems and applications
Knowledgeable in multiple-platform mobile device technology: smart phones, laptops, tablets, iPads, MacBooks, Chromebooks and other wireless devices
Proficiency in building customized application packages for redistribution to a variety of platforms (Windows, Apple, and Android)
Successful troubleshooting skills and the ability to resolve technical problems relating to wireless classroom devices and applications
Ability to positively interact with all levels of school employees and to work positively and cooperatively with co-workers
Willingness to learn new skills and take on added responsibilities
Strong organizational skills, effective communication, and initiative

Major Responsibilities and Duties:

1. Oversee the day-to-day management of Casper MDM.
2. Monitor project and/or program progress and prepare periodic status reports.
3. Serve as technical consultant for product upgrades and installations.
4. Document and deliver training to other Technology personnel as needed to develop a support framework for interactive technologies.

Supervisory Responsibilities

None.

Mental Demands/Physical Demands/Environmental Factors

    Tools/Equipment Used: Mobile devices, personal computer and peripherals
    Posture: Frequent standing; some kneeling, squatting, bending and stooping
    Motion: Walking, reaching overhead, front, side and back
    Lifting: Moderate strength needed in arms, shoulders, back and legs; lifting or carrying PCs up to 25 pounds for short distances
    Environment: Work inside in office, classroom and computer lab environments; frequent travel within the district
    Mental Demands: Provide technical expertise and problem-solving skills in support of CTAs, CTSs, and district staff; exhibit self-control and patience when dealing with staff and CTAs/CTSs; work with frequent interruptions

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This document describes the general purpose and responsibilities assigned to this job and is not an exhaustive list of all responsible and duties that may be assigned or skills that may be required.