



RIVER OAKS ACADEMY CHARTER SCHOOL
CLASS TITLE: OFFICE ASSISTANT / TECHNOLOGY SPECIALIST

BASIC FUNCTION:

Provide front desk support to office staff, teachers, and parents; assist guests; answer phones; receive and overlook registration packets; manage and make appointments for the director; organize room reservations/assignments; make copies and print materials for staff, teachers, and parents; maintain supply closet; organize workshop room assignments; maintain cleanliness of rooms; perform technology related duties; maintain and troubleshoot computers and other technology devices; manage school website and online social media accounts; provide technology support for teachers and staff; assist with creating marketing materials for online and print use.

REPRESENTATIVE DUTIES:

Assist the Administrative Assistant in various office duties;
Order office supplies;
Maintain and stock supply closet;
Receive ordered materials;
Check, distribute, and send mail;
Setup office in the morning;
Close the office at the end of day;
Keep printers and copiers stocked with paper and toner;
Troubleshoot printers;
Troubleshoot and maintain computers;
Install computer software and peripherals;
Monitor wireless network;
Optimize network performance;
Prepare computers for student checkout;
Clean returned computers;
Track loaned computers;
Assist office staff and teachers with technology related problems;
Review teacher schedules in the morning to anticipate who is in the office that day;
Call scheduled tour appointments to confirm and remind them;
Vacuum and maintain cleanliness throughout office and classrooms;
Setup classrooms in the morning;
Great and assist guests, students, and their families;
Answer phones;
Type up work permits for high school students;
Update changes to the student handbooks;
Review registration packets;
Setup and maintain online workshop schedules and information;
Receive and enter excused workshop absences;
Reserve and prepare rooms for meetings;

Manage and maintain school website;
Post board meeting files on school website;
Post Directors Update on school website;
Create school graphics and signs;
Manage school social media posts;
Create and maintain online videos;
Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Basic school policies and procedures;
Modern office practices;
Correct English usage, grammar, spelling, punctuation and vocabulary;
Operation of office machines
Interpersonal skills using tact, patience and courtesy;
Oral and written communication skills;
Correct English usage, grammar, spelling, punctuation and vocabulary;
Computer tech support and maintenance;
Software applications related to instructional productivity activities;
Scan for viruses;
Public speaking techniques;
Interpersonal skills using tact, patience and courtesy;
Inventory methods and practices;
Operation of a personal computer/device and knowledge of available software;
Operation of audio/visual equipment, peripherals and other instructional technology hardware;
Speed up slow computers;
Basic computer repairs;
Operating Systems (Windows 7 & 10, Apple Safari X);
Basic HTML, JavaScript, and CSS coding for maintaining website;
WordPress website management;
Cisco Meraki network management console;
Managing wireless networks;
Create network SSIDs;
CompTIA A+ training or equivalent knowledge;
Order technology equipment;
Making bootable USB drives;
DBAN or other computer cleaning software;
SmartBoard use and troubleshooting;
Graphic Design;
Microsoft Office Suite;
Adobe Photoshop; and
Adobe Acrobat.

ABILITY TO:

Perform a variety of responsible clerical work;
Learn the policies and procedures of the assigned school and programs;
Maintain records and prepare reports;
Read, interpret, apply and explain rules, regulations, policies and procedures;
Learn terminology of programs;
Add, subtract, multiply and divide quickly and accurately; Plan and organize work;
Meet schedules and time lines;
Communicate effectively both orally and in writing;

Train staff on technology use;
Establish and maintain cooperative and effective working relationships with others;
Perform duties effectively with interruptions;
Maintain records and prepare reports;
Type at least 55 words per minute;
Execute DOS commands;
Understand computer coding;
Multitask, performing office duties while conducting computer tech support;
Understand and follow oral and written directions; and
Operate a variety of office equipment.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and two years of increasingly responsible experience involving the use of computer equipment and related software.

LICENSES AND OTHER REQUIREMENTS:

Some positions within this classification may require a valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

School office environment; maybe required travel between offices.

PHYSICAL ABILITIES:

Requires vision (which may be corrected) to read small print; Perform work that is primarily sedentary;
May be required to work at a video display terminal for prolonged periods;
Requires dexterity of hands and fingers to operate a computer and standard office equipment; Sitting or standing for extended periods of time;
Reaching above the shoulders and horizontally to retrieve files and supplies; Lifting objects weighing up to 30 pounds; and
Listening and speaking to exchange information.

Should an applicant require reasonable accommodation, we will consider that upon request.