Esko Public Schools, ISD 99

Esko Public Schools is accepting applications for a Technology Help Desk Assistant to provide basic technology support to students and staff.
This position is 8:30am - 3:00pm on student days at an hourly rate ranging from $17.00 to $21.00 depending on experience.

Interested applicants should send a resume, letter of interest, completed application form and two letters of reference to:
Aaron Fischer, Superintendent
Esko Public Schools
PO Box 10
Esko MN 55733

Official Job Posting, Application Form, and request for accommodations available at
[www.esko.k12.mn.us](http://www.esko.k12.mn.us)
Application deadline:  May 10, 2024

Job Description

Technology Help Desk Assistant
Technology Department
Reports to:  District Technology Coordinator
Summary:  Responsible for assisting students and staff with basic technology needs.

Job Summary;. The Technology Help Desk Assistant assists mainly students and staff with iPads and MacBooks. The district is 1:1 iPads in grades K-12$^{th}$. This position is the first stop for any student iPad and various account issues.

The Technology Help Desk Assistant works 8:30am – 3:00pm on student days.

Essential Duties and Responsibilities
- Set up iPads for students
- Assist in all student iPad issues
- Will be using Jamf Student and Canvas LMS
- Assist students with various accounts; Apple ID, Canvas, Google, IXL, Seesaw, etc.
- Assist students and staff with printing issues
- Submit iPad repairs with Apple
- Keep accurate record of iPad breakages and communicate directly with parents regarding fees and fines
- Assist parents with Canvas account set up and troubleshooting
- Troubleshoot printer/copier issues
- Organize iPads at the end of the school year and organize the disbursement of iPads in the fall

Education and/or Experience
- High school degree, GED, or equivalent
- Preferably experience with technology in a school setting but not required.
- Ability to work effectively with students, staff, and parents
- Ability to work independently with minimal supervision
- Knowledgeable in current technology and software