



Job Description

Job Title: Office Personnel - Class 5 - Central Offices - Technology Liaison

Classification: Classified

Salary Schedule: XB7

Department: Central Support Offices

Reports To: Department Administrator

FLSA Status: Exempt

Date: April 2025

Approved by : Northwest Local School District Board of Education

Job Summary: Provide support and secretarial services for the efficient operation of the assigned department. To coordinate the daily operations and compliance monitoring of the department.

Job Qualifications:

1. High School diploma or GED equivalent required.
2. Technology skills - These skills include proficient computer skills and the ability to work with ESB, DASL, Event Pro, Google Docs, Microsoft Office (Word, Excel, Powerpoint, and Access) etc.
3. Polished communication skills as it relates to working with various stakeholders.
4. A high level of organizational skills.
5. Ability to maintain a level of confidentiality regarding district information and records.
6. Such alternatives to the above qualifications as the Board may find appropriate and acceptable.

Essential Duties:

1. Managing user accounts and ensuring accurate distribution lists
2. Assigning access based on roles and responsibilities in all systems
3. Password reset and customer service related to access issues
4. Monitoring parent portal access and troubleshooting
5. Managing staff intranet



6. Updating, maintaining and monitoring distribution lists for mass communication systems
7. Monitoring and managing social media accounts and access
8. Website access, training, and monitoring of ADA compliance
9. Managing routine updates and uploads
10. Managing work order system for technology and maintenance
11. Troubleshooting basic technical issues
12. Monitoring and responding to bandwidth and connectivity issues
13. Managing phone systems, set up and maintenance
14. Approving technology fines
15. Tracking and managing technology inventory and replacement cycles
16. Managing inventory and building access of keys/fobs
17. Liaison with the ITC
18. Perform other job related duties as assigned.

Other Duties and Responsibilities:

1. **Problem Solving** - Identifies and resolves problems in a timely manner; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
2. **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
3. **Oral and written communication** - Communicates clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates in meetings.
4. **Teamwork** - Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit.
5. **Quality Management** - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
6. **Diversity** - Shows respect and sensitivity for cultural differences; Promotes a harassment-free environment.
7. **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
8. **Judgement** - Exhibits sound and accurate judgment; Includes appropriate people in decision-making process.
9. **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently;



Sets goals and objectives.

10. **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
11. **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
12. **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Physical Requirements:

Physical and emotional ability and dexterity to perform required work and move about as needed in a fast paced, highly intensive work environment. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Terms of Employment: 247 days



NORTHWEST LOCAL SCHOOL DISTRICT

Title: Office Personnel - Class 5 - Central Offices - Technology Liaison

Employee: _____
(Print Name)

This job description in no manner states or implies that these are the only duties and responsibilities to be performed by the employee of this job. The employee will be required to follow the instructions and perform the duties required by the positions supervisor, appointing authority, or designee.

(Superintendent or designee)

(Date)

My signature below signifies that I have reviewed the contents of my job description and that I am aware of the requirements of my position. I am able to perform the key functions of the position.

(Employee Signature)

(Date)