

**CLARKSVILLE-MONTGOMERY COUNTY SCHOOL SYSTEM**  
**CLARKSVILLE, TENNESSEE**  
**JOB DESCRIPTION**

**Job Title:** Virtual School Support Assistant

**Department:** Instruction

**Grade** F  
**H.P.D.** 7.5  
**D.P.Y.** 196

**Job Description**

**Date Reviewed:** August 2020

**Reports To:** Virtual School Coordinator

**Purpose of Job**

To provide customer assistance service for students and families enrolled in CMCSS K-12 Virtual. The position requires a high level of accountability and integrity to maintain confidentiality with student passwords and other potentially sensitive information. Activities require interaction with application software and operating systems to diagnose and resolve unique, nonrecurring problems. Other duties include assisting students with the instructional platforms, applications and digital tools used in virtual instruction. The position's responsibilities require independent analysis, communication, and problem solving. Work is performed with little supervision and requires initiative and judgment.

**Essential Duties and Responsibilities:**

**The following duties are normal for this job. These are not to be construed as exclusive or all inclusive. Other duties may be required and assigned.**

Provides phone, video conferencing and email support to CMCSS students, families and learning mentors for supported hardware and software problems and questions for both Microsoft and Apple systems.

Supports the student in navigating the virtual classroom environment and the digital tools required to access content and assignments.

Diagnoses causes of reported problems (hardware, software, user access, etc.) and resolves problems or coordinates resolution with CMCSS First Aid.

Serves as a liaison between CMCSS K-12 Virtual and the Technology Department to resolve complex issues.

Works with technical support contacts to resolve technical problems with computing equipment and software.

Tracks the delivery and return of materials and computer equipment.

Participates in scheduled staff meetings and/or training sessions.

Supports parents and/or students with basic computer set-up, troubleshooting, navigation, and logistics questions.

Serves as a model for the district's mission, vision and goals.

Takes all necessary and reasonable precautions to protect students, equipment, materials, and facilities.

Maintains accurate, complete, and correct records as required by law, district policy, and administrative regulation.

Maintains confidentiality of information regarding students, colleagues and parents.

Responds to students and/or parents in real-time. Issues that cannot be resolved immediately will be followed up on within 24-48 hours of inquiries via phone and/or email during the regular work week.

Alerts Virtual School Coordinator of any concerns about a student.

Maintains and communicates accurate records of contact with students, teachers, parents, or Learning Mentors. Each occurrence of support will be communicated with the student's classroom teacher.

Maintains a standard of performance and conduct as required by state, law, local board of education and community expectations.

Maintains professional competence through ongoing professional learning activities.

Establishes and sustains a collaborative work relationship with staff, faculty and district personnel.

**Required for Application Process:**

Technology Competency Assessment

**Additional Job Functions:**

Performs other duties as required.

**Evaluation:**

Performance of this job will be evaluated in accordance with provisions of the Board's policy on Evaluation of Professional Personnel.

**Minimum Training and Experience Required to Perform Essential Job Functions:**

Must meet the highly qualified standards for Paraprofessionals. High School Diploma (or GED) required, completion of two years of study (48 semester hours) at an institution of higher education; or obtained an associate's or higher degree; or passing score of 456 on the ParaPro Assessment.

**KNOWLEDGE OF JOB**

Considerable knowledge of the policies, procedures, and activities of the school system, and supervisory practices as they pertain to the performance of duties relating to the position. Capability to develop and implement long-term goals. Knows how to keep abreast of any changes in statutes, policy, procedures and methods as they pertain to public education. Is able to effectively communicate and interact with subordinates, supervisors, members of the general public, and other groups involved in the operation of the school system. Is able to assemble information and make written reports and documents in a concise, clear, and effective manner. Has good organizational, management, interpersonal, and technical skills. Is able to use independent judgment and discretion in supervising subordinates, including the handling of emergency situations, determining and deciding upon procedures to be implemented, setting priorities, maintaining standards, and resolving problems.

**(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**PHYSICAL REQUIREMENTS:** Must be physically able to operate a variety of office machines. Must be able to use body members to work, move or carry objects or materials. Must be able to exert up to twenty pounds of force occasionally, and/or up to ten pounds of force frequently. Physical demand requirements are at levels of those for active work. Must be able to lift and/or carry weight of twenty to forty pounds.

**DATA CONCEPTION:** Requires the ability to compare and or judge the readily observable, functional, technical, structural and compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

**INTERPERSONAL COMMUNICATION:** Requires the ability of speaking and/or signaling people to convey or exchange information, Includes giving assignments and/or directions to coworkers and assistants.

**LANGUAGE ABILITY:** Requires the ability to read a variety of informational documentation, directions, instructions and methods and procedures related to maintenance operations. Requires the ability to write reports with proper format, punctuation, spelling and grammar. Requires the ability to speak with and before others with poise, voice control and confidence using correct English and a well-modulated voice.

**INTELLIGENCE:** Requires the ability to learn and understand relatively complex principles and techniques; to make independent judgments in absence of supervision.

**VERBAL APTITUDE:** Requires the ability to record and deliver information to supervisors and officials; to explain procedures and policies; and to follow verbal and written instructions, guidelines and objectives.

**NUMERICAL APTITUDE:** Requires the ability to add and subtract totals; multiply and divide; determine percentages; determine time and weight; and utilize statistical inference.

**FORM/SPATIAL APTITUDE:** Requires the ability to inspect items for proper length, width and shape visually.

**MOTOR COORDINATION:** Requires the ability to coordinate hands and eyes in using automated office and departmentally-related equipment.

**MANUAL DEXTERITY:** Requires the ability to handle a variety of items, hand and power tools, office equipment, control knobs, switches, etc. Must have the ability to use both hands for twisting or turning. Must have high level of hand and eye coordination.

**COLOR DISCRIMINATION:** Requires the ability to differentiate colors and shades of color.

**INTERPERSONAL TEMPERAMENT:** Requires the ability to deal with people beyond giving and receiving instructions such as in interpreting policies, decisions and procedures. Must be adaptable to performing under considerable stress.

**PHYSICAL COMMUNICATION:** Requires the ability to talk and/or hear (talking – expressing or exchanging ideas by means of spoken words) (hearing – perceiving nature of sounds by ear).

The Clarksville-Montgomery County School System is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the school system may provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this job description by the employee assigned to the job and the immediate supervisor.

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Employee’s Signature

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Supervisor’s Signature

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Employee’s Munis Number

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Date

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Date