POSITION TITLE:
Information Technology Support /Technician

LOCATION:
Old Redford Academy

The primary responsibility of the IT Support staff is to provide technology support services to the entire District staff and students. We are looking for someone who is familiar with school culture and climate and school experience is preferred. Candidates applying for the position must be able to create a stable network that is designed for future growth.

DUTIES AND RESPONSIBILITIES:

1. Assist staff and students in the use of all district technology at all levels Hardware and Software. Which includes Desktops, laptops, ChromeBooks, scanners, projectors, printers and security cameras.

2. Answers, logs and respond to all helpdesk tickets/calls and takes appropriate action to ensure a satisfactory response with acceptable time frames for all staff.

3. Maintain an inventory listing of all school based technology hardware and Software.

- Install technology equipment/peripherals and perform maintenance as directed by the Information Technology Director.
- Keep up-to-date on current technology tools in K-12 education and provide training and documentation as needed.
- Configure/troubleshoot various wireless access points
- Able to meet department standards as communicated by the IT Director
- Experience with various email encryption products.
- Experience with drive encryption.
- Experience configuring and troubleshooting mobile devices on a wide variety of platforms
- Support onboarding/offboarding requirements.
- Adhere to all the District approved Board policies and process. Responsible for keeping appropriate District information confidential
- Other duties as assigned by the Director of Technology

QUALIFICATIONS:

High school diploma with 5 years of IT experience is required.

- Associates degree (or higher) in Computer Science and/or relevant work experience preferred.
- A+ Series certification preferred

- Must have an excellent knowledge with Windows 10, Windows 7, ChromeBooks OS and iOS devices/apps.
- Experience providing level support with installation, upgrade, repair, and maintenance of computer software, hardware, and peripherals.
- Ability to work effectively with the staff and students at their skill levels.

To apply, please send your resume to stacy@midwest-mgt.com. Please include a cover letter detailing your certifications, experience working in a school setting or how your experience relates to a school setting.