



## Job Description

<b>Title:</b> Laptop/iPad Technician and Customer Service Counter Rep.		<b>Department:</b> Technology Services
<b>Reports to:</b> Director of Technology	<b>Work Schedule:</b> M-F, 7:30 – 4:00	<b>Positions Supervised:</b> N/A
<b>Job Status:</b> Full-time	<b>FLSA Status:</b> Non-Exempt	<b>Date Revised:</b> July 2020

### POSITION SUMMARY:

Reporting to the Director of Technology and under the supervision of the Network Administrator, this position will manage the day-to-day logistics, inventory and repair of the school's fleet of 1200 MacBooks, 200 iPads and 100+ Chromebooks. Located in our technology service counter this position will provide a customer-centric retail-like experience for the school's users by offering general troubleshooting, software help, and issuing loaner devices.

### PRINCIPAL RESPONSIBILITIES

- From 7:30am to 4:00pm, this position will operate the school's technology customer service counter where students and teachers come for help with their school provided devices.
- Promote a sense of collaboration and community by providing stellar customer service and a welcoming, supportive environment for users.
- Facilitate mass deployment of new devices as the school maintains its 1:1 deployment.
- Diagnose hardware/software and fix software problems with Apple MacBooks and iPads, providing face-to-face support for users as needed.
- Issue loaner devices, manage and track onsite and offsite repair process, retrieve and return the repaired devices to users, and reclaim loaners; keeping strict records throughout the entire process.
- Use the school's mobile device management platforms (JAMF), to install, deploy, configure, update and remotely troubleshoot MacBooks and iPads.
- Maintain the school provided device loaner pools, using physical documentation and department's current digital asset systems.
- Communicate with customers often and well, keeping them informed of the status of their support issues and helping them reach the solutions that make the most sense for their classroom, learning, etc.
- Provide user login assistance by resetting passwords and troubleshooting login issues with several systems and databases.
- Build, test and deploy current and updated approved deployment configurations
- Oversee, document, summarize and submit repair costs for budgeting and billing
- Serve as a member of the campus technical support team

<p><b>Education:</b></p> <ul style="list-style-type: none"> <li>• Bachelors or Associates degree in computer technology or a related technical field or equivalent experience</li> </ul>	<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• 3 years experience in information technology support</li> </ul>
<p><b>Specialized Skills and Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Advanced troubleshooting skills with MacOS and iOS.</li> <li>• Working knowledge of mobile device management platforms (e.g. Jamf Pro)</li> <li>• Familiarity with remote systems and assistance (e.g. Papercut, mobile filters, Zoom, Google Meet, ARD)</li> <li>• Scripting Experience</li> </ul>	<p><b>Preferred Licenses and Certifications:</b></p> <ul style="list-style-type: none"> <li>• Apple certified technician (current or in progress)</li> <li>• JAMF Certification (JCT, Certified Admin, Expert)</li> </ul>
<p><b>Competencies:</b></p> <ul style="list-style-type: none"> <li>• Ability to multitask in a busy, social epicenter, with above average distractions and noise levels.</li> <li>• Strong communication and customer service skills</li> <li>• Detail oriented documentation and inventory skill</li> <li>• Ability to follow established guidelines, policies and procedures</li> </ul>	<p><b>Working Conditions:</b></p> <ul style="list-style-type: none"> <li>• General office and classroom conditions</li> <li>• Standing</li> <li>• Working with all ages</li> </ul>
<p><b>Physical Demands:</b></p> <ul style="list-style-type: none"> <li>• Must be able to lift at least 50 lbs., bend, stretch, reach, twist, sit and walk.</li> <li>• Stand for extended periods of time</li> <li>• Fine motor manipulation of very small parts</li> </ul>	