STARS Director

(Student Technology Assistance Resource)

The STARs program is a student led help desk that supports all school technology and maintains accessible tech support for students and educators. It also provides a place for all students to explore their technological interests and passions outside of their course curriculum.

Ongoing Job Components

The ideal candidate has a startup and entrepreneurial spirit and understands the value of customer service when working with all of the Gibbons constituent groups. This person can grow and manage a team of high school students, laptop inventory/repair cycles, and has a proven record of successful project planning and execution.

We are seeking a candidate that is ready to take ownership of the existing STARs program while seeking opportunities to grow partnerships with local businesses to develop a model of what local business in schools partnerships can look like.

This candidate understands the importance of engagement with the school community and will continually seek opportunities to broaden the impact and accessibility of the STARs program

Computer repair experience is preferred but not required.

Establishing Best Business Practices for the STARs Program

- Ensuring that walk-up tech support remains accessible before school (7:30 - 8:00 a.m.), all lunch periods, and afterschool (3:00-4:00 p.m.)
- Partnering with iCube and local businesses to design and implement "best practices" for providing the best service to our community.
- Establishing a work schedule for STARS and appointment schedules for end users.

Laptop Repair/Service Communication

- Organization and management of winter and summer update cycles.
- Determining how/when computers will be serviced.
- Communicating with end users (and families as applicable) regarding repair times and cost.
- Designing and developing a way for end users to check on the status of their laptop repair.
- Maintain CGHS as a certified Lenovo Repair Center.
- Continuation of the STARs internship program for STARS alumni.
- Imaging of computers after repairs are complete.
- Configuring and maintaining loaner laptops.
- Updating, maintaining and seeking new ways to use the Gibbons STARS app to better track, communicate and engage.
- Establishing and maintaining service protocols.

Campus Events

- Proactively seeking opportunities to engage the STARs talents into a variety of campus events.
- Providing tech support for campus events (i.e. pep rallies, coffee house, esports tournaments, etc.)
- Establishing STARs as a starting point for event support.

Community Relationships

- Grow our partnerships with Diocesan Middle Schools and serve as a model program for student led tech support.
- Generate additional opportunities for our current students, families, alumni, alumni parents, future students, and future families to engage with the STARs program and Gibbons Technology.
- Grow our partnerships with local businesses and increase opportunities for businesses to work with students and have a presence on campus.
- Establish our model for student tech support as a national and replicable model through educational conferences and publications.

Preferred Skills

CGHS is committed to providing the professional development to ensure these skills are attained.

- A basic understanding of networking and an educational computing environment.
- Experience repairing laptop computers.
- Customer service
- Management
- Bachelor's Degree in Education or Equivalent Experience working in Education

Software Tools & Experience

Required	Preferred	
GSuite	PowerSchool	Rise Vision
Office 365	Finalsite	SmartSheet
Windows 10	AppSheet	Clonezilla
Slack	Vidigami	

This position will report directly to the Director of Technology.

*Applicants should email cover letters and résumés to LCoe@cghsnc.org