



TITLE: Desktop Support Technician
DEPARTMENT: Information Technology
REPORTS TO: Director of Information Technology
FLSA STATUS: Non-Exempt
EMPLOYMENT STATUS: Part Time
START DATE: On or after 1 July 2015

Position Summary: This position has the primary responsibility to provide end-user support to promote efficient use of technology resources. This includes prioritizing, documenting and resolving end user help requests. He/she contributes to problem resolution giving hands-on support to end users at the desktop level, including hardware and software issues, classroom matters, etc. He/she will also troubleshoot problem areas in a timely and accurate fashion, and provide end user training and assistance where required. In addition, he/she will assist Director of Information Technology on as needed basis.

Essential Functions:

The essential functions include, but are not limited to the following:

- Provide support for Windows desktop and Mac operating systems and installed desktop applications
- Test and install desktop applications
- Perform desktop maintenance activities
- Prepare computers for deployment for new employees
- Perform peripheral maintenance
- Aids in installation of classroom and mobile labs
- Provides phone support to academic and administrative groups, as needed
- Works with Director of IT to plan professional development for faculty and staff.
- Works with Director of IT and academic team members to roll out new programs, applications or software to faculty, staff and students.

Minimum Qualifications (Knowledge, Skills, Abilities)

- Strong interpersonal, communication, writing and organizational skills.
- Excellent computer skills, including understanding of best practices for teaching high school students through technology; familiarity with Microsoft and Mac platforms; knowledge of both 1:1 and laptop cart programs; strong understanding of technology and online tools that support video editing, publishing, blended and online learning, and data analysis and organization
- Understanding of the systems that support the day to day technology functions in schools
- Familiarity with Moodle and other Learning Management Systems preferred
- Ability to function well both independently and in a team setting.
- Displays effective multi-tasking & time management skills

Application Process

Please submit resume, cover letter, and three references in PDF format to it@crstoreybalt.org