ICT Support Technician
Open Window School

The ICT Support Technician is responsible for supporting the installation, use, repair, and maintenance of Open Window School's information and communication technologies. The ICT Support Technician is focused on insuring that Open Window faculty, staff, and students have a trouble-free and effective experience with any of the technologies used on campus.

Requirements:

Applicants must meet the following requirements to be considered for the position.
- AA or BS/BA in Information Systems, Computer Information Systems, Computer Science, Management Information Systems, or related field; equivalent work experience may be substituted for degree
- Minimum one year of experience working in an in-person technology help desk or similar technical support environment.

The following may enhance an applicant's candidacy.
- MCSE, Apple Certification Associate, A+ or other relevant certifications
- Experience in a school setting

Skills, Abilities, Knowledge, Experience:
- Excellent interpersonal skills, presenting a positive, supportive attitude towards staff, students and their families
- High proficiency in both Windows and iOS
- Comfort learning, using, and teaching technology on multiple platforms to faculty, staff, and students
- Excellent oral and written communication skills with the ability to work effectively with both technical and non-technical users
- Demonstrated ability to work collaboratively in a small team environment as well as exhibiting a high level of self-motivation when working independently
- Proven ability to manage multiple projects simultaneously with a high degree of accuracy and attention to detail
- Ability to lift, move, or carry equipment over 20 pounds
- Ability to crouch, bend, kneel, and climb ladders to install cables and equipment

Expectations:
- Communicate effectively and personably with a diverse group of faculty, staff, parents, students, department colleagues, volunteers, and vendors.
- Provide professional, accurate, and timely responses to support requests.
- Maintain confidential and sensitive school information.

Essential duties include, but are not limited to:

- Provide Help Desk support for *all* school technology hardware and software including, but not limited to: computers, iPads, projectors, document cameras, digital cameras, printers, copy machines, fax machines, Apple TVs, and all technology lab hardware/software (Raspberry Pi, 3D printers, laser cutters, LEGO robotics, etc.).
- Quickly, courteously and effectively respond to Help Desk walk-up, online, and call-in customer problems or questions about laptops, desktops, iPads, telephones, printers, projectors, and other peripherals and a variety of software applications.
- Expeditiously clarify, research, analyze, document, and completely resolve user technology problems in a high-touch customer service environment. When required, manage the escalation of user issues to other in-house or off-premise resources as required to fully resolve issues.
- Communicate technology best practices through tutorials and how-to documents.
- Become an expert and support users of software systems such as Microsoft Office 365 products, Adobe Creative Suite, and other in-classroom and office applications.
- Perform routine maintenance on all school devices: updates, patches, regular cleaning and inspection, software and application installations, hardware upgrades, and other maintenance, as needed.
- Provide 1:1 or group teacher training on technology hardware and software.
- Prepare/image devices as needed for deployment or redeployment, including roll-out of new devices.
- Effectively communicate and collaborate with all members of the school community.
- Provide tech coverage for evening and weekend events, as needed.
- Provide coverage for ICT Manager during absences.
- Other duties as assigned.

Compensation and Benefits:

This is a full-time, on-site, hourly position. Work hours are generally 7:45-4:15, but weekend and/or extended hours may be required during busy times of the year, to complete time-sensitive work, or to provide support for evening and weekend events.

The position reports to the Director of Innovation & Technology.

Salary is competitive based upon education/training and breadth of experience. Open Window School provides a rich benefits package with employee paid dental, medical and vision insurance and a generous amount of paid leave.

To Apply:

Applicants should submit a cover letter describing their interest and qualifications for this position, resume, and three professional references. No phone calls, please.

Email: jobs@ows.org

Subject Line: ICT
Applicants who do not us the specific subject line will not be able to be considered for the position.