

Ball Charter Schools

1900 W. Carla Vista Dr # 7986, Chandler, AZ 85224 | ballcharterschools.org

JOB TITLE: IT Support Technician

REPORTS TO: Director of IT

FLSA STATUS: Exempt

CATEGORY: Regular, Full-time, 12 months

PAY RANGE: Salary range \$24.00/hour - \$26.00/hour

CAMPUS: ALL

SUMMARY

DESCRIPTION: The IT Support position will assist all campus personnel to resolve technology issues under the guidance of the Director of IT. This position will travel to all Ball Charter campuses and prioritize issues and tickets in collaboration with site administration and Central IT.

EDUCATION/ CERTIFICATIONS:

Experience, Education, & Licensure

- Certifications: Hardware such as A+ or equivalent, Microsoft MCSA Windows 7, 8 or 10, Network such as CCNA or CCNP a plus.
- Experience performing remote control of PCs and video conferencing knowledge.

SUMMARY OF QUALIFICATIONS:

Minimum Qualifications:

- 1-2 years hands-on experience in a K-12 education IT environment supporting Tier 1 and Tier 2 incidents.
- Experience with K-12 instructional systems strongly preferred (Microsoft for Education, SharePoint, PowerSchool, G-Suite for Education, GoGuardian).
- Intermediate understanding of network technology hardware, including desktop computers, laptops, Chromebooks, tablets, smart phones, printers, projectors, Smartboards, audio visual, and scanners.
- Excellent interpersonal, analytical, and customer service skills.



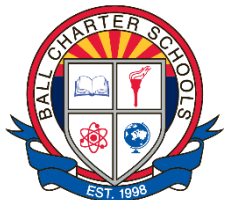
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ESSENTIAL DUTIES:

- Provide direct Face-to-Face world class end user support experience with an emphasis on quality resolutions.
- First line helpdesk; resolve basic level 1 and some level 2 issues.
- Actively tracks, monitors, and routes technical incidents, user requests, and questions through the helpdesk system.
- Provides detailed notes on customer interactions by documenting troubleshooting methods and appropriate follow-up to resolve technical inquiries.
- Help improve end user's productivity by completing triage, offering advice, teaching, and developing solutions to common challenges with office products and capabilities.
- Provide hardware break/fix support and warranty support for current Chromebook, laptop, and tablets.
- Reimage systems as required.
- Travel between sites required (50%)

EDUCATION TECHNOLOGY AND APPLICATIONS

- Ensure proper operation and maintenance of audio-visual equipment in meeting and conference rooms and in collaboration areas.
- Sets up new devices, workstations, print stations, and assignments to default printers.
- Remains current in the field of educational technology, instructional media production design, and emerging technologies, and update technical skills to adapt to changing technologies.
- Provides guidance to instructional staff regarding the integration of appropriate media in instructional strategies.
- Assisting instructional staff, campus leaders, application owners and key stakeholders to ensure effective use of instructional applications.
- Exemplify effective practices and potential implementations of Microsoft for Education tools and other instructional technology resources.

MANAGEMENT/TECH SUPPORT

- Understand customer needs and requirements and gather customer feedback to improve services.
- Partner with application owners to ensure systems are integrated according to their specifications.
- Collaborate with management, internal customers, and end-users to test and deploy instructional systems and applications.
- Provide training and technical consultative support to instructional staff, campus leaders, application owners and key stakeholders.
- Ensure that 100% Beginning of Year deliverables are met one week before First Day of School



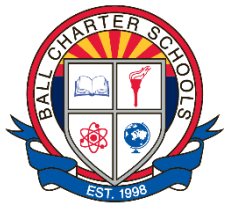
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- 100% of instructional staff have accounts for educational technology systems by First Day of School.
- 100% of students have access to instructional systems, applications, and virtual classrooms by the First Day of School.
- 100% of instructional systems are rostered, configured, tested, available and fully operational by the First Day of School.

Additional Duties:

- Performs work on special projects as assigned (i.e., expansion, E-rate, etc.)

Personal Attributes:

- Passionate, advocate for the mission and those being served through the organization.
- Ability to lead effectively across different campuses, using collaboration and persuasion to guide decision-making and influence critical operations.
- A collaborative and communicative workstyle that translates into measurable results with internal and external partners.
- Excellent strategic, organizational and project management skills. A decisive, “roll-up-your-sleeves,” results-oriented individual who can keep seemingly diverse projects moving forward with a consistent strategic framework.
- Thrives in an entrepreneurial, growth environment.

Required:

- Valid Arizona IVP fingerprint card.
- Successful completion of a criminal history records check

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions. While performing the duties of this job, the employee is regularly required to talk or hear and noise level is usually moderate but sometimes loud. The employee is frequently required to stand, walk, sit, use hands to finger, handle or feel and reach with hands and arms. The employee is occasionally required to climb or balance and stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus. The employee occasionally works in outside weather conditions and is occasionally exposed to wet and/or humid conditions and extreme heat.

Approved by Governing Board



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