



JOB DESCRIPTION: TITLE 1 IT SUPPORT TECHNICIAN

ABOUT TEACH PUBLIC SCHOOLS

TEACH Public Schools is a non-profit Charter School Management Organization designed to significantly increase college entrance and graduation rates for underserved students in Los Angeles. Our mission is to create a high-quality, innovative teaching and learning environment that focuses on literacy, integrating state-of-the-art technologies across the core curriculum to achieve academic proficiency for all students.

POSITION DESCRIPTION

This role is a 12-month salaried position that operates under the direct supervision of the School Principal and with the support of the Director of Operations, Data & IT. It entails the responsibility of providing technical support for all IT systems and technologies to facilitate instructional student services and administrative programs across TEACH and its affiliated schools, particularly to support the educational achievement of underserved students. Specifically, the IT Support Technician is tasked with the installation, maintenance, and repair of computer equipment, peripherals, software, and networks at school facilities within TEACH Public Schools. Additionally, this position involves providing support to the TEACH Home Office and its associated schools

ESSENTIAL DUTIES AND RESPONSIBILITIES, LISTED BUT NOT LIMITED BELOW:

- Serve as a member of the IT Team, contributing technical support expertise to shape the overall vision and strategy of the IT Department.
- Provide technical support to users for hardware, software, and network-related issues.
- Install, configure, troubleshoot, maintain, and upgrade hardware and software for computers (Windows, Chromebooks & Mac), portable devices (iPads), and networks (Windows).
- Set up email users and groups in Active Directory as well as in Google Admin Console.
- Create new user accounts and profiles and resolve password issues for staff and students in the Student Information System, Clever, GoGuardian, etc., and any other platform connected to our TEACH Google Account or Student Information System.
- Troubleshoot and maintain printers, projectors, document cameras, IP phones, and copier equipment.
- Provide online support and assistance using various communication methods, including Help Desk support and remote control of user systems.
- Respond promptly to technical support requests in TEACH's OfficeBooks online work order system and document support provided.
- Maintain records and prepare reports on equipment inventory, maintenance, installations, warranties, and system defects.
- Regularly maintain and share equipment inventory with the Director of Operations and School Leaders.
- Track the status of required repairs and maintenance.
- Diagnose and assist in troubleshooting LAN and WAN network problems.
- Ensure the daily operation of all TEACH campus internet/networks for student learning and testing, including wireless networking and connectivity troubleshooting in collaboration with our Internet Service Provider to minimize disruptions.
- Set up new user and equipment deployments, including providing and installing required software as prescribed by TEACH Public Schools.
- Connect and set up computer hardware as well as network equipment.

- Coordinate activities where IT resources are needed and provide technical assistance to school personnel.
- Document technical and network-related problems.
- Prepare hardware, software, and procedural documentation.
- Educate staff on technology usage through regularly scheduled professional development.
- Participate in discussions involving vendors, suppliers, and TEACH personnel on parts, equipment, program operations, and new technology.
- Stay updated on technological advances in computers, peripheral equipment, software, operating systems, and networks.
- Collaborate with the Director of Operations to ensure proper maintenance of hardware, software, and other technical equipment.
- Follow the designated work schedule to provide equal access to school sites.
- Cross-train with other technicians.
- Perform other assigned job duties.
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QUALIFICATIONS

Education and Experience:

- *A high school diploma required*
- *Associate's Degree in computer science, information systems, or related field preferred*
- *1-3 years of experience in maintaining, installing, configuring, and upgrading computer hardware, software, and local area network operating systems*
- *CompTIA A+ Certification preferred*

Skills, Beliefs, and Mindset:

- *Proficient in Microsoft Office (Word, Excel, PowerPoint), Mac OS, iOS, Windows OS, MacBook's, iPads, and PC laptops.*
- *Capable of lifting and moving equipment up to 50 lbs, sitting for extended periods, and communicating verbally in busy and noisy environments.*
- *Excellent interpersonal skills with a demonstrated ability to build trusting relationships with teachers and school site administrators.*
- *Able to prioritize and manage multiple projects simultaneously while meeting customer expectations.*
- *Strong customer service orientation with a timely response to customer needs.*
- *Proficient knowledge of computer hardware and software systems and program installation.*
- *Skilled in installing both hardware and software.*
- *Possesses analytical and problem-solving skills.*
- *Strong oral and writing skills.*
- *Quick learner.*
- *Flexible and adaptable to constantly changing environments.*
- *Passionate about improving urban public education and willing to make a long-term commitment to K-12 education.*

DISCLAIMER: This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of an incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of an incumbent. An incumbent may be asked to perform other duties as required. Management reserves the rights to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Nothing in this position description changes the at-will employment relationship existing between the Institution and its employees.