



NEW
URBAN
LEARNING

INFORMATION TECHNOLOGY SUPPORT TECHNICIAN

Role:
Support

Reports to:
Information Technology Director

Purpose:

Responsible for overall support and maintenance of assigned technology environment. This includes installation, deployment, maintenance, repair, and troubleshooting as it pertains to all technology devices and applications

Essential Functions and Responsibilities:

Support

- Provides workstation, application, and audiovisual equipment support; includes district hardware such as interactive whiteboards, multimedia carts, mobile computing carts, laptops, desktops, etc.
- Maintains computer labs district-wide.
- Under direction of the IT Director, deploy new equipment, hardware and/or software; includes upgrades and/or system overhaul projects.
- Sets up and troubleshoots hardware for NWEA testing.
- Assists network administrator as needed.

Help Desk Management

- Manages, prioritizes, and responds expeditiously to help desk ticket requests.
- Provides end users with adequate feedback and maintains district technology knowledgebase through the help desk.
- Responds immediately to computer lab and mobile cart outages.

Telephony

- Provides any needed support for telephone systems and mobile devices.

Training

- Provide staff with training on new software applications and equipment as needed.

Inventory Management

- Ensures that all equipment is properly tagged and accounted for through the district's inventory.
- Makes needed changes and notes to inventory database; including adding, transferring, and end of life notes to assets.
- Maintains software and warranty database.
- Conducts district inventory twice a year.
- Reports equipment damage and needed replacements to IT Director.

Other Duties As Assigned

Professional Qualities:

Leadership

- Demonstrates leadership qualities.
- Ability to be self-motivated, flexible, and assertive.
- Achieves excellence in all areas.
- Discipline to respond expeditiously and efficiently to resolve all issues.

Teamwork

- Works well individually as well as within a team.
- Collaborates effectively with instructional and administrative staff.
- Positively responds to challenges and solicits input from other team members.

Relationship Building

- Communicates effectively with staff.
- Ability to identify needs and evaluate alternative solutions and strategies.
- Builds positive relationships.
- Ensures delivery of superior service.

Critical Competencies:

- Proven IT support capabilities and competency;
 - Highly developed organizational and critical thinking skills;
 - Excellent problem solving skills;
 - Easily adapts to change;
 - Strong desire to handle a significant level of responsibility and accountability;
 - Ability to communicate effectively with all stakeholders;
 - Integrity, Creativity, Intellectual Curiosity, High Standards, Flexibility, Assertiveness, Persistence, Achievement Orientation and Sense of Humor
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Education and/or Experience:

- Minimum Associate's Degree and/or at least three (3) years of hands-on experience in IT support
 - Experience with troubleshooting and repairing technology devices; such as interactive whiteboards, document cameras, projectors, etc.
 - Experience with telephone maintenance and repair.
 - Previous experience in educational environment is a plus.
 - Experience with educational software such as Read 180, FastMath, NWEA is a plus.
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Special Requirements

- Frequent travel between campus locations. Occasional after hours work.
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Physical Demands

- Ability to easily lift and carry at least 25 lbs.
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New Urban Learning (NUL) is a non-profit education management company with operations focused in the city of Detroit. Our organization provides high quality operational services to schools that are unwavering in their commitment to student achievement.

HOW TO APPLY:

To apply for this position, **applicants must submit all of the following materials** to Nicole Crumpton at ncrumpton@nulgroup.org. The deadline for applications is **Friday, July 11, 2010**. No phone calls please.

- 1. COVER LETTER WITH SALARY REQUIREMENTS,**
- 2. RESUME, AND**
- 3. 3-4 PROFESSIONAL REFERENCES**