

## **Muddy Creek Charter School IT Support Specialist**

**Hours:** 6 hours per day at .75 FTE

**Rate:** \$20.00 per hour

**Start Date:** September 1, 2020

**Calendar:** 210 day

**Purpose:** This position supports the technology needs of the staff, students and school in an effective and timely manner.

### **Essential Duties and Responsibilities:**

- Responsible for technology hardware, software, and systems installation, basic setup, configuration, repair, and support, in an effective and timely manner.
- Ensuring all online safety protocols and required compliance are being met
- Responsible for general maintenance and troubleshooting of desktop, laptop, Chromebook, tablets, iMac and iPad operating systems, peripherals and applications, and telephone equipment
- Provides consultation service, information, and support to end-users and departments over the phone, via email, and video performed according to social distancing guidelines at any given time.
- Reviews, prioritizes, and processes work order requests; maintains a project list and documents the progress of those projects.
- Accurately assembles computers and peripherals from components for business and classroom environments.
- Provides support and training in use of computer hardware and software applications, including basic documentation.
- Researches and evaluates computing equipment, peripherals, materials, and software applications and recommends appropriate purchases and upgrades as required.
- Keeps current with state-of-the-art developments in computer equipment and software, sharing knowledge with users.
- Consults with vendors and outside hardware and software technical support as necessary.
- Maintains, stores, and retrieves information in a timely, accurate, and efficient manner using standard office systems, equipment and software.
- Strives for customer service excellence in dealing with and responding to requests.
- Performs other related services as assigned.

**Note:** The above description is illustrative of tasks and responsibilities. It is not meant to be all inclusive of every task or responsibility.

### **Qualification:**

- Certification and/or licensing appropriate to the position.
- Knowledge or experience with computers and network operation, including: design, installation, configuration, troubleshooting and maintenance.
- Basic knowledge of computer networking and internet protocols (TCP/IP).
- Ability to diagnose and problem solve software and equipment difficulties.
- Ability to prioritize work tasks.
- Ability to use office information systems.
- Ability to communicate effectively, both orally and in writing.

- Ability to independently plan, organize, and carry out work assignments.
- Ability to formulate ideas for program improvement.
- Ability to analyze, troubleshoot, and integrate technology solutions across the district and individual worksites.
- Experience with implementing and maintaining enterprise-level computer lab deployments is preferred.
- Experience with tablet and/or small device deployment on an enterprise level is preferred.
- Ability to understand the building/program's instructional goals and carry out work assignments in a manner that supports those goals.
- Ability to drive a motor vehicle among district facilities as needed; if driving, the ability to meet district driving standards.
- Standard First Aid Certification, or the ability to obtain certification within two months of hire, may be required.

#### **TERMS OF EMPLOYMENT:**

This position is for the 2020/2021 school year. MCCS hires all employees on an annual basis. All applicants will be considered carefully. Those candidates selected for interviews will be notified shortly after the closing date. All applicants will be notified when the position is filled.

Muddy Creek Charter School is an Equal Opportunity Employer -- Qualified applicants are considered for employment without regard to race, religion, color, national origin, sex, sexual orientation, age, marital status, veteran status, genetic information, or disability in accordance with state and federal law.

#### **HOW TO APPLY:**

To apply, submit your cover letter, resume, including three references, to Muddy Creek Charter School by email to: [office@muddycreekcharterschool.org](mailto:office@muddycreekcharterschool.org)

For Veterans preference, please submit form DD-214 or DD-215.

**Posting closes August 28, 2020**