Information Technology Associate

The Information Technology Associate provides tech support and expertise at Capital City PCS. The Information Technology Associate works closely with the Operations Team and reports to the Information Technology Manager. The Information Technology Associate operates the school Help Desk, provides technical support to the school community, and takes part in ensuring that technology is working and used effectively by teachers, students, and staff. This job description provides an outline of the duties of the position, but there may be additional responsibilities as assigned by the Director of Information Technology.

This is a 12-month position, which is exempt and therefore not eligible for overtime pay under the provisions of the Fair Labor Standards Act.

In the following areas, the Information Technology Associate will:

Help Desk and Tech Support

- Operate the Help Desk, providing technical support and troubleshooting for user hardware and software, network equipment, and 30+ copiers and printers.
- Provide service throughout the school building and network based upon Help Desk tickets and user reports.
- Provide user account support, including account documentation, change requests, and maintenance.
- Work with staff, data, and user feedback to identify areas of technical need and opportunities for growth.
- Meet the IT Department goals in service quality and client satisfaction.
- Provide computer instruction to students when appropriate.

Network Support

- Network account administration, including Active Directory and copier user management.
- Support school security and access control systems.
- Support requests for security footage and manage adherence to security footage request system.
- Administer and maintain Windows & macOS print servers.
- Maintain Cisco VoIP Phone and Voicemail System.
- Support network maintenance and meet organizational goals of 99.9% network uptime.
- Identify network enhancements and create network system recommendations.

Google Support

- Support administration of Google G Suite systems.
- Support administration of Google Chromebook Management.

Technology Inventories / Documentation

- Maintain necessary documentation to include, but not to be limited to network wiring, hardware, and software/online services.
- Maintain inventory of hardware and related peripherals.
- Support technology assessments and strategic planning.

IT Department Support

- Coordinate and/or provide training to school staff in network and software use.
- Facilitate the use of existing and emerging technology by staff and students.
- Participation in policy and procedure development for IT Department.
- Understand and follow appropriate IT procedures, and support user awareness of IT systems and procedures.
- Generate procurement recommendations and coordinate procurement.
- Maintain school fleet of computers, including all staff and student end-points.
- Maintain and deploy iPads. Administer Mobile Device Management System along with an inventory of purchased Apps through the Volume Purchase Program.
- Maintain classroom technology configurations, including presentation tools and student devices.
- Provide classroom-level support as needed.
- Maintain school Audio and Video resources. Provide setup and training of systems.
- Maintain copier system, supply ordering, and waste removal.
- Provide computer instruction to students when appropriate.
- Supervise temporary or student workers when appropriate.

Other Duties as Assigned

Candidate Requirements:

- Advanced knowledge of Apple hardware, macOS and iOS.
- Knowledge of Google G Suite Administration
- Knowledge of Jamf MDM Suite
- Experience with Windows OS.
- Knowledge of Enterprise Level Network Management preferred.
- Experience with Microsoft Windows Server 2008 and Active Directory management.
- Self-motivated, reliable, with meticulous attention to detail and excellent organizational skills.
- Ability to communicate effectively and work on a team.
- Strong people skills and a knack for problem-solving.
- Ability to maintain composure and focus while troubleshooting and solving technical issues.
- A desire to make the world a better place with the help of technology.

Compensation and Benefits: Capital City offers a competitive salary commensurate with experience and a comprehensive benefits package

To Apply: Email your resume and letter of interest to at capitalcityjobs@ccpcs.org. Please include the position title in the subject line of your email. Visit our website at www.ccpcs.org for additional information about our organization.

About Our School: Capital City was founded in 2000 and now serves 993 students in grades PK-12. In 2012, the entire school relocated to a newly renovated single campus in Ward 4. Capital City has been a model for school reform in the District. The school implements the EL Education model (www.elschools.org). Through this model teachers craft expeditions that

incorporate projects, research, fieldwork, and service to support students in meeting rigorous standards. Capital City's program also emphasizes a strong social curriculum, a commitment to diversity, a strong inclusion model and the integration of arts into the curriculum.

Capital City is an equal-opportunity employer. We do not discriminate on the basis of race, color, national origin, marital status, religion, sex, age, sexual orientation, disability, or any other protected status. All employment decisions will be made solely on the basis of the individual's qualifications as related to the requirement of the position being filled.