



*An award-winning EL Education school in Washington, DC*

## **Bilingual Information Technology Associate for SY2020-2021**

Capital City is looking for innovative, experienced, and passionate staff members for the school year 2020-2021.

At Capital City, we challenge the status quo every day. Our staff are skilled, compassionate, solutions-oriented, and unwavering in their commitment to give children of all ages, all backgrounds, and all abilities the education they need to thrive. If you want to help prepare the next generation of changemakers, apply today!

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

### **Why work at Capital City?**

- **Work hard and achieve results, together!** At Capital City, staff members work on collaborative teams that grapple with challenges, celebrate successes, and support and learn from one another.
- **Diversity, equity, and inclusion aren't just buzzwords.** We believe the diversity of our staff and the students we serve is our greatest asset. We take seriously the responsibility to achieve equity for our students and build a culture where staff engage in dialogue about race and work to build an inclusive culture.

### **An Information Technology Associate at Capital City**

#### **Help Desk and Tech Support**

- Operates the Help Desk, providing technical support and troubleshooting for user hardware and software, network equipment, and 30+ copiers and printers.
- Operates and assists remote help ticketing systems and coordinates with other departments to facilitate support distance learning.
- Provides service throughout the school building and network based upon Help Desk tickets and user reports.
- Provides user account support, including account documentation, change requests, and maintenance.
- Works with staff, data, and user feedback to identify areas of technical need and opportunities for growth.
- Meets the IT Department goals in service quality and client satisfaction.
- Provides computer instruction to students when appropriate.

#### **Network Support**

- Performs network account administration, including Active Directory and copier user management.
- Supports school security and access control systems.
- Supports requests for security footage and manages adherence to security footage request system.
- Administers and maintains Windows & macOS print servers.
- Maintains Cisco VoIP Phone and Voicemail System.
- Supports network maintenance and meets organizational goals of 99.9% network uptime.
- Identifies network enhancements and creates network system recommendations.

### Google Support

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

### Technology Inventories / Documentation

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

### IT Department Support

- Coordinates and/or provides training to school staff in network and software use.
- Facilitates the use of existing and emerging technology by staff and students.
- Participates in policy and procedure development for IT Department.
- Understands and follows appropriate IT procedures, and supports user awareness of IT systems and procedures.
- Generates procurement recommendations and coordinates procurement.
- Maintains school fleet of computers, including all staff and student end-points.
- Maintains and deploys iPads. Administer Mobile Device Management System along with an inventory of purchased Apps through the Volume Purchase Program.
- Maintains classroom technology configurations, including presentation tools and student devices.
- Provides classroom-level support as needed.
- Maintains school Audio and Video resources. Provides setup and training of systems.
- Maintains copier system, supply ordering, and waste removal.
- Provides computer instruction to students when appropriate.
- Supervises temporary or student workers when appropriate.

### Desired Qualifications:

The candidate should have advanced knowledge of Apple hardware, macOS and iOS. Knowledge of Google G Suite Administration, Jamf MDM Suite, Windows OS, and Enterprise Level Network Management preferred. Experience with Microsoft Windows Server 2008 and Active Directory management. Seeking a candidate with self-motivation, reliability, meticulous attention to detail and

excellent organizational skills. Ability to communicate effectively, 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. Strong oral and written communication skills in English and Spanish are required.

In addition to the above requirements, staff members must meet the requirements of all hires at Capital City including a criminal background check and a negative TB test.

### **Compensation and Benefits:**

Capital City offers a competitive salary and benefits package. Learn more about our salary and benefits: [bit.ly/Salary\\_Benefits](https://bit.ly/Salary_Benefits)

**Competitive compensation.** At Capital City, salaries compensate for experience and qualifications.

**Benefits.** Capital City invests in a comprehensive benefits package to support the happiness and well-being of staff at all stages of career and life. Benefits include 100% of health insurance covered for full-time employees, up to 6% in retirement contributions, preferred student admission for children of staff living in DC, and support for you and your family when needed.

### **To Apply**

Email your resume and letter of interest to [capitalcityjobs@ccpcs.org](mailto:capitalcityjobs@ccpcs.org). Please include the position title and/or grade level in the subject line of your email. Visit our website at [www.ccpcs.org](http://www.ccpcs.org) for additional information about our organization.

### **About Our School**

Capital City was founded in 2000 and currently serves a diverse population of nearly 1,000 students across PK-12th grade. We have been recognized as a model for social, emotional and academic development. Our program emphasizes a commitment to diversity and equity, a strong inclusion model and the integration of arts into the curriculum. We are a credentialed EL Education Mentor School (<https://eleducation.org/>) in the national network of over 150 schools. Through this model, teachers craft long-term learning expeditions that connect learning to the real-world and incorporate projects, research, fieldwork, and service to support students in meeting rigorous standards. Learn more at [www.ccpcs.org](http://www.ccpcs.org).

*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 requirements of the position being filled.*