

April 6, 2018

NOTICE OF POSITION VACANCY

MAINE EAST HIGH SCHOOL BUILDING COMPUTER TECHNICIAN - LEVEL 3

DESCRIPTION

The Level 3 Building Computer Technician serves as the lead technician at Maine East High School providing frontline technical support for the school's users and hardware and software systems. The Level 3 Technician leads the Building Technical Support Team to manage the school's Chromebook service center, resolve building technical support requests and implement the district's technology plan.

REQUIRED QUALIFICATIONS

- Four years of educational technology experience or technology related field
- Experience managing users and devices using enterprise level systems including Active Directory, Google Admin Console, and SCCM
- Experience supporting and deploying current operating systems (Chrome, Windows, and iOS)
- Experience supporting G Suite and Microsoft Office
- Experience inventorying, supporting, and repairing various hardware platforms specifically Chromebooks, Windows, and Apple devices, and peripherals such as printers, scanners and A/V equipment
- Experience managing a fleet of enterprise level mobile devices including inventory, user support, and device management and maintenance
- Excellent communication, leadership, project management, and organizational skills
- Experience communicating with department administrators, end users, 3rd party vendors and organizations, and other key stakeholders of varied technical expertise
- Experience working with and securing confidential information
- Ability to work professionally in a fast-paced, dynamic, collaborative team environment, and to keep pace with changing technology
- Be able to lift 30 pounds

PREFERED QUALIFICATIONS

- Relevant IT certifications, Associate's or Bachelor's Degree
- Experience supporting users and devices in a 1:1 Chromebook educational environment including communicating with students, teachers, administrators, and parents
- Experience supporting a wide variety of specialized educational software such as AutoDesk and Adobe, supporting various disciplines including science, technology, engineering, arts, languages and math
- Experience working with and mentoring high school aged student technology workers

PRIMARY RESPONSIBILITIES

- Lead the Building Support Team in managing the Chromebook service center in order to effectively maintain the school's fleet of Chromebooks and to provide walk-up, email, and telephone frontline technical support for students, parents, and school staff
- Monitor the helpdesk to resolve, re-assign, or escalate building support requests in order to provide timely and effective support
- Work with the Technology Leadership Team to implement the district's technology plan in the school and to act as a liaison to school administration for supporting building technology resources
- Plan and implement a hardware and software maintenance program for all administrative and instructional computers and peripherals in the building to keep them operating efficiently and securely
- Manage the inventory for technical equipment and software
- Support specialized building technology such as POS, digital signage, and security systems
- Support specialized educational software such as AutoDesk and Adobe
- Assist end users with the use of hardware and software, support the management of network accounts
- Mentor Level 1 and Level 2 Technicians on the Building Technical Support Team
- Uphold and abide by the Technology Acceptable Use Policy
- Participate in technology professional development opportunities
- Perform other duties as assigned by the Technology Leadership Team

SALARY & BENEFITS

- \$55,000-70,000/annually, depending on qualifications
- Medical & dental insurance
- Paid term life insurance policy equal to annual base salary
- IMRF pension – employees vested after 10 years of employment
- 15 vacation days
- 17 paid holidays
- 14 sick days

TO APPLY

- Complete an online application at: www.generalasp.com/D207/onlineapp/ on or before Friday, April 20, 2018.

As a matter of policy, the race, color, religion, national origin, ancestry, age, sex, sexual orientation, marital status, handicap, disability, unfavorable discharge from military service, or any other unlawful basis of discrimination, including harassment as defined and provided by the Illinois Human Rights Act and all other applicable state and federal laws shall not be considered either a qualification or disqualification of any applicant.