



HIGH SCHOOL OF ART & DESIGN (02M630) SCHOOL COMPUTER TECHNOLOGY SPECIALIST L3

Position Summary: The School Computer Technology Specialist will provide hardware, software and network support services, as well as oversee technology and support staff in the use of instructional technology including, but not limited to, Smart Technologies, Google Classroom, Jupiter Grades, and Career & Technical Education multimedia equipment and computer programming software. Art & Design has over 1000 pieces of computer equipment and is looking for someone who can minimize equipment loss and maximize the years of usage. To work effectively in this capacity, the School Computer Technology Specialist must maintain good communication with all school constituents and vendors as needed. Performs related work.

Reports to: Principal

Direct Reports: Computer Technology Specialist, school aides

Key Relationships: Works closely with school administrators, instructional staff to ensure that computer operations and technical services align with instructional needs. Interfaces with technical support staff located at DIIT on an as needed basis.

RESPONSIBILITIES

- Provides technical expertise to maintain electronic devices currently in the school, including computers, server, printers, interactive white boards, and all other electronic peripheral devices.
- Installs new software, sets-up networks, maintains new hardware and repairs and/or replaces faulty equipment.
- Prioritizes and resolves issues or problems that staff and students have with computer hardware, printers, or software applications as ticketed on the school Mouse Squad ticketing system.
- Responsible for configuring and maintaining Hubs, Switches, and Routers.
- Maintains, organizes and troubleshoots the instructional server, including maintaining hardware and performing system and diagnostic checks.
- Responsible for implementation of internet monitoring software for computer labs and teacher monitoring.
- Responsible for network configuration using TCP/IP DHCP, WINS, and DNS on DOE Network.
- Maintains staff DOE Outlook user and Gmail accounts.
- Monitors systems to ensure Internet connectivity and system optimization.
- Performs hardware maintenance tasks, such as re-imaging hard drives, repairing hardware, and removing/detecting viruses.
- Administers security policies for local groups and local users.
- Receives all technology related equipment and maintains school inventory of all related supplies.
- Trains and assists Other Teaching Positions Staff (OTPS) in all aspects of operating all available software, hardware and electronic devices.
- Maintains, organizes, and troubleshoots all computers (Macs & Dells), including administrative offices, classrooms, computer lab, and laptop carts and teacher center.
- Performs and conducts routine service functions in maintaining, troubleshooting, repairing or replacing component parts in school computers.
- Resolve issues with all electronic devices in the school building, including, but not limited to all administrator, teacher and support staff desktops, laptops, SMART projectors and tablets.
- Replaces faulty equipment and/or component parts, such as adaptor cards and system/circuit boards.
- Installs instructional and office support computer software including back up software.

- Facilitates the implementation of technology related grants and programs.
- Analyzes and recovers system when malfunction occurs.
- Performs back-up, recovery and systems monitoring.
- Documents all new, changing and malfunctioning jobs related to the hardware and software in an on-line file.
- Troubleshoots software and hardware on-line to maintain performance and system throughout.
- Monitors job output, using bureau documentation to ensure proper printing, correct breakdown and accurate delivery of customer files.
- Monitors jobs using a computer terminal or personal computer (PC).
- Monitors environmental equipment (air conditioning, humidity and temperature of computer equipment).
- Assists faculty & staff to resolve problems with computer hardware and software (backup for help desk).
- Coordinates and schedules work with vendor service providers.
- Maintains, organizes and troubleshoots multiple websites and databases for students & staff. Supports students and teachers during portfolios and defenses of learning
- Organizes, distributes, transports, and tracks technology (e.g. iPads, smartboards, laptop carts, etc.)
- Mentors, trains, motivates, evaluates and supervises computer technician (L2) and school aides to make sure they perform to the standards defined by the school and the DOE.
- Provides or coordinates staff training; work with employees to correct deficiencies.
- Schedules & oversees repairs by outside vendors.
- Plans, directs, coordinates and reviews the work plan for assigned staff, assigns work activities, projects and programs;
- Reviews and evaluates work products, methods and procedures; meets with staff to identify and resolve problems;
- Reviews, investigates, evaluates and selects new technologies for current and future school needs including systems equipment, hardware and software; ensures that all technologies comply with DOE standards;
- Monitors network operations to identify performance and capacity issues; develops plans and implements new technologies and data communications services to satisfy capacity and performance requirements;
- Participates in the forecast of funds needed for staffing, equipment, materials and supplies;
- Attends and participates in professional meetings;
- Stays abreast of new trends and innovations in the field of network development; researches and evaluates new technology in assigned area of responsibility;
- Communicates clearly and concisely, both orally and in writing.
- Establishes and maintains effective working relationships with staff.

QUALIFICATIONS

Minimum Requirements

1. A four-year high school diploma or its educational equivalent approved by a State's department of education or a recognized accrediting organization and one year of satisfactory full-time experience in computer maintenance or repair, mainframe and/or mini computer operations, software or technical support; and
2. Education and/or experience equivalent to "1" above. However, all candidates must have a four-year high school diploma or its educational equivalent. Education above the high school level may be substituted for experience described in "1" above at a rate of 30 semester credits from an accredited college, including or supplemented by 6 semester credits in mainframe and/or mini computer operations or a computer related field of study, for six months of experience. Graduation from an approved technical school with a specialization in mainframe or mini computer operations or a certified technical training program in computer maintenance and repair may be substituted for up to three months of the experience described in "1" above.

Note: To be eligible for placement in Assignment Level 3 individuals must have, in addition to meeting the minimum requirements, at least three additional years of full-time experience listed in "1" above, including one year of supervisory and/or computer related consultative experience.

Preferred:

- Three (3) years of experience in a medium to large scale computer system under DOE operating systems, two (2) years of which includes responsibility for operating the server or network.
- Two (2) years of experience as a School Computer Technology Specialist (Level 2), or in a position performing the equivalent full-time duties.

Salary: \$55,556+

Application: Cover letter and resume must be submitted by **August 15, 2016** , to:

Sari Perez, Assistant Principal
02M630 – HS of Art & Design
231-249 East 56th Street, NY, NY 10019
Fax: 212-752-4945

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