



HIGH SCHOOL FOR EXCELLENCE AND INNOVATION (06M423) SCHOOL COMPUTER TECHNOLOGY SPECIALIST L1

Position Summary: The school Computer Technology Specialist installs new software and troubleshoots issues with MAC and PC computers and servers, all servers, all printers, and scanners. In addition, this professional will work with administrative staff, faculty and students to maintain and safeguard hardware. This individual will also work with school-based information systems and numerous software applications. Performs related work.

Reports to: Principal

Key Relationships: School administrators, instructional staff, students, and support staff at DIIT as needed.

RESPONSIBILITIES

- Maintains, organizes, installs and troubleshoots all computers, and other technologies, including administrative offices, classrooms, computer labs and laptop carts, school's official website and Google Apps domain.
- Trains staff on how to use instructional technology and how to access our instructional information systems.
- Assumes all responsibilities of a SPOC (attends all meetings, informs Principal and staff when applicable of new initiatives and applies new found knowledge).
- Trains staff on how to create and maintain files for easy backup, perform functions such as reverse lookup locally, and utilize cold sites and the cloud.
- Utilizes remote desktop technologies, and creates and keeps disk images created manually.
- Obtains new images from DIIT on a regular basis to stay up to date.
- Creates and keeps record of inventory of all physical technologies on site in an organized and accessible manner.
- Prepares requisitions for spare parts; maintains record of repair records of all computers and technology equipment.
- Documents all changes and functions done on a daily basis.
- Conducts routine service functions in maintaining, troubleshooting, repairing or replacing component parts in school computers on-site.
- Determines causes of computer malfunctions by observation in classrooms, including labs, and by use of diagnostic tools.
- Installs instructional and office support computer software.
- Initiates tickets to the central help desk for hardware problems and assists support personnel with resolution of problems at the school level.
- Creates ticketing system on site to serve requests from staff on a timely manner.
- Facilitates the implementation of technology related grants and programs.

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.

Plus

- Should have strong soft skills and must be a team player.

Preferred

- Applicant should be familiar with Norton Ghost , GIMP, Inkscape, Scribus, Google Apps (Sheets, Doc, Drive, Photos, Addons), PDQ

Salary: \$38,160+

Application: Applications must be submitted with a cover letter and resume by **September 30, 2016** to:

Tyona Washington, Principal,
650 Academy Street New York, NY 10034 | fax: 212-569-1190
Email: TWashington@schools.nyc.gov

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