

**Position Summary:** The School Computer Technology Specialist will provide hardware, software and network support services to the school. This individual will also work with school-based information systems, our student management system, our school website, numerous software applications and perform other relevant duties as identified that support the mission and vision of I.S. 96, Seth Low. To work effectively in this capacity, the School Computer Technology Specialist must maintain good communication with school officials, staff and vendors as needed. Performs related work.

**Reports to:** School Principal

**Key Relationships:** Works closely and collaboratively with school administrators, and 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**

- Maintains, organizes, and troubleshoots all computers, including administrative offices, computer lab, laptops, and classroom closet storage spaces.
- Performs routine systems administrative procedures, such as routine preventive maintenance, adding new user accounts, adding new computers, security authorizations.
- Installs and supports hardware and software for desktop and laptop computers, such as modem and printer installation, and maintenance functions.
- Operates and troubleshoots print spooler software, electronic archiving system, fax modem software and video conferencing systems.
- Creates and maintains classroom and school wide networks.
- Maintains and updates school website.
- Performs and conducts routine service functions in maintaining, troubleshooting, repairing or replacing component parts in school computers on-site.
- Trains staff on how to use the technology in the classroom. (Including but not limited to Smartboards, on-line learning tools, video conferencing, school website, and Google docs).
- Trains and supports staff with setting up or troubleshooting issues with their DOE Outlook account including contacting the DOE help desk.
- Determines causes of computer malfunctions by observation in classrooms, including labs, and by use of diagnostic tools.
- Initiates purchase orders for computers, computer related consumable and supplies inventory, such as toner cartridges, back-up media, cables, connectors and adapters. Prepares requisitions for spare parts;
- Maintains inventory and repair records.
- Submits a weekly schedule that projects the services provided within the week.
- Maintains inventory and security of all computers and other technology.
- Calls DOE tech help desk as needed.

## **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.

## Preferred

- Hardware: Personal Computers and peripherals, CD ROM, System printers, copiers and fax modems.
- Software: Windows Server Operating System and Utilities, Windows 7/8, Microsoft Office 2013 Suite including Sharepoint 2013, and other software, when approved for installation on company computers.
- Good verbal and written communication skills.
- Strong analytical and organizational skills.
- CUNY Intern experience
- Working knowledge of DOE software and Windows operating systems, third-party software packages and system printer software preferred.

**Salary:** \$40,132+

**Application:** Applications must be submitted by **July 22, 2016** to:

[elynch3@schools.nyc.gov](mailto:elynch3@schools.nyc.gov)

### AN EQUAL OPPORTUNITY EMPLOYER

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