

**Position Summary:** The School Computer Technology Specialist LP2 installs new software and troubleshoots issues with MAC and PC computers and servers, all printers, and scanners. In addition, this professional will work with administrative staff, faculty and students to maintain and safeguard hardware; work with school-based information systems and numerous software applications; and provide hardware, software and network support services to the school. To work effectively in this capacity, the School Computer Technology Specialist must maintain good communication with school officials and vendors as needed. Performs related work.

**Reports to:** Principal

**Key Relationships:** School Staff, technology contacts and vendors

## **RESPONSIBILITIES**

### Equipment/Network Maintenance and Repair

- Installs and configures computer systems, software and local area network components, including directories, computer lab servers and work stations linked to mainframe systems. Oversees work performed by technology vendors as necessary.
- Maintains, troubleshoots, repairs or replaces computer system component parts in a school location. Performs preventative maintenance on computer systems, such as labs, including remote mainframe terminal equipment and line printers.
- Determines causes of computer malfunctions by observation in classrooms, including labs, and by use of diagnostic tools and state-of-the-art test instruments and equipment.
- Replaces faulty equipment and/or component parts; maintains inventory and security of all school technology.
- Provides ongoing maintenance and database support for computer systems equipment located in classrooms, libraries, computer labs, administrative offices and program offices.
- Provides technical assistance in the ongoing maintenance of a school's website.
- Provides assistance in resolving hardware and software problems, communicates with help desk and vendors, and takes or recommends appropriate corrective actions.
- Produces reports on production and machine utilization for review by school administrators and instructional staff. Maintains logs of computer use in classrooms and labs and related repair records. Maintains inventory and prepares requisitions for computer and peripheral equipment purchases.
- Prepares requisitions for spare parts; maintains inventory and repair records.
- Maintains laptop carts, desktop computers and smart boards and daily use of computers.

### Staff Technology Support

- Participates in regular technology meetings with curriculum developers and other partner organization staff to advise technology integration into classrooms.
- Advises the principal and instructional staff on technology needs and resources.
- Provides assistance to instructional and school support staff in resolving hardware and software problems and recommends appropriate software corrections.
- Conducts technology related professional development for instructional and support staff.
- Serves as system administrator for the school.

## **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

- Experience or accreditation with web design, database management, and publishing software.
- Experience with managing a multi-user database.
- Experience with PC computers and MAC servers, printers and scanners.
- Experience in providing professional development to school-based staff.
- Ability to develop excellent interpersonal relationships.
- Demonstrates positive and effective written and oral communication skills.
- Excellent record of attendance and punctuality.
- IT Certification in computer hardware (A+) and CCNA.
- Advanced (post-secondary) course work in computer systems, networking and applications across Macintosh and PC platforms.
- Experience working in a NYC Department of Education public school environment with computer networks, such as STARS (HSST), ATS and related computer applications.
- Experience with maintaining and troubleshooting networks.

**Salary:** \$41,336+

**Application:** Cover letter and resume must be submitted by **November 14, 2016**

to:

Tina Moschella, Principal PS 86K  
Email: [TMoschella@schools.nyc.gov](mailto:TMoschella@schools.nyc.gov)

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