



## BRONX EARLY COLLEGE ACADEMY FOR TEACHING & LEARNING (09X324) SCHOOL COMPUTER TECHNOLOGY SPECIALIST L1

**Position Summary:** The School Computer Technology Specialist will set up and maintain all computer hardware, install new software, and troubleshoot all computer, network, and peripheral related issues. This individual will perform other relevant duties as identified by the Principal. Performs related work.

**Reports to:** Principal

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

### **Responsibilities:**

- Proactively performs preventative hardware maintenance such as re-imaging hard drives, repairing hardware, and removing/detecting viruses to keep technology at optimal performance.
- Creates a form and procedure for staff to submit technology support requests with specific turnaround time
- 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. Resolves issues with all other electronic devices in the school.
- Prioritizes and resolves issues or problems that staff and students have with computer hardware, printers, or software applications as ticketed on the school website.
- Maintains, organizes and troubleshoots the instructional server, including maintaining hardware and performing system and diagnostic checks.
- Configures Outlook and DOE Blackberry hardware and adds accounts for administrative and instructional clients as needed.
- Maintains school website, staff, and student user accounts. Monitors systems to ensure Internet connectivity and system optimization.
- Assists in the set-up and updates related to all online instructional tools for teachers and students.
- Receives all technology related equipment and maintains school inventory of all related supplies. Disposes of obsolete hardware in accordance with NYCDOE procedures.
- Trains and assists Other Teaching Positions Staff (OTPS) in all aspects of operating all available software, hardware and electronic devices. Initiates all communication with DOE external ticketing system as needed and follows-up through resolution.
- Sets up and dismantles technology equipment for school-wide special events such as graduations, performances, etc.
- Performs related tasks and duties as identified by Principal or Designee

### **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

- Coursework and experience in computer systems, networking, and applications across both Apple and PC platforms, maintaining and troubleshooting networks.
- Experience working in a school environment with computer networks and related applications.
- A strong work ethic, excellent time-management, and organizational skills.
- Excellent attendance history as well as excellent verbal and written communication skills.
- A **Can Do** attitude, creative and proactive problem-solver.
- Ability to perform as part of a collaborative team, flexible, and a genuine interest in helping professionals and students understand how to optimize their use of technology.

**Salary:** \$37,049+

**Application:** Cover letter and resume must be submitted (via email) by **January 26, 2016** to:

Chelsea Morgan, Administrative Assistant  
250 East 164<sup>th</sup> Street Bronx, New York 10456  
Email: [cmorgan12@schools.nyc.gov](mailto:cmorgan12@schools.nyc.gov)

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