



IT Support Analyst

Summary

Provide technical support to faculty, staff, and students, including but not limited to resolving issues with computers, A/V equipment, printers, network connectivity, and classroom technology. When technical support issues arise, the analyst is the first point of contact.

Duties and Responsibilities

- Provide first level of support for all technology support issues.
- Install and troubleshoot printers, projectors, and A/V equipment.
- Perform data backup and retrieval for clients and servers.
- Create and maintain user accounts in Active directory, Google apps, and other systems.
- Document issues as they are resolved.
- Other duties as requested.

Qualifications

Required Knowledge and Abilities:

- Ability to troubleshoot both Apple and Microsoft Windows operating systems, an understanding of PC hardware architecture, and ability to troubleshoot various types of application software issues.
- Ability to adapt to a rapidly changing environment that utilizes both legacy and current generation open-source and commercial solutions.
- Excellent customer service skills and the ability to communicate effectively with teachers, students, administration, and vendors.
- Ability to work both as a team member and independently as needed.

Preferred Qualifications:

- A+ certification

Qualified applicants please submit a resume and completed application to Stephen Gonzales, Director of Technology, at gonzales.stephen@stes.org.