



Level I Technology Support Technician

A full-time, competitively paid position at a first-rate college preparatory school for boys.

Boys' Latin of Philadelphia seeks a **Level I Technology Support Technician** to support the information technology (IT) function of the middle school and high school. The Level I Technology Support Technician's role is to support and maintain student laptops (Chromebooks), faculty and staff laptops, and peripherals. This includes diagnosing, maintaining, and shipping. The technician will also troubleshoot problem areas in a timely and accurate fashion.

The Level I Technology Support Technician will perform the following duties:

- Strategy & Planning:
 - Accurately document instances of hardware failure, repair, installation, and removal.
 - Maintain up-to-date knowledge of hardware and equipment warranties and repair logs.
 - Meet regularly with the IT Department, which includes the IT Systems Administrator and IT Associate, to operate and develop the IT function of the middle school and high school.
- Operational Management:
 - Communicate with students and parents to identify and resolve technical problems with student Chromebooks.
 - Develop and maintain an inventory of all student and faculty/staff computing devices.
 - Monitor Chromebook activity and provide statistics and reports.
 - If necessary, liaise with third-party support and vendors.

The Level I Technology Support Technician will demonstrate the following competencies:

- Unwavering commitment to the school's mission of preparing boys for success in college and beyond.
- Ability to operate tools, component, and peripheral accessories.
- Ability to read and understand technical manuals, procedural documentation, and Original Equipment Manufacturer (OEM) guides.
- Ability to conduct research on PC issues and products and required.
- Ability to sit for extended periods of time as well as lift and transport heavy to moderately heavy objects.
- Desire to continuously learn and increase effectiveness as a professional.
- Ability to cultivate strong relationships with all members of the school community, including students, parents, faculty and staff members, administrators, and external partners.
- Be a subject area expert, strategic problem-solver, and dedicated team player.
- Associate's degree in computer science or related field.

Interested candidates are invited to submit a completed resume and letter of interest to Director of Operations, Ruth Gonzalez, at rgonzalez@boyslatin.org.

Boys' Latin of Philadelphia prepares boys for success in college and beyond. Founded in 2007 to address the dearth of quality educational opportunities for boys in Philadelphia, Boys' Latin provides a world-class college preparatory education to 800 students in grades six through 12. As a public charter school there are no admissions requirements and students enroll by randomized lottery. With a 12:1 student/teacher ratio, Boys' Latin offers an intimate learning community in which each young man is encouraged to be the architect of his own fortune by pursuing excellence across a range of endeavors. The school's rigorous academic model blends classical education and contemporary pedagogy, and sets high standards for achievement, character development, and emotional intelligence. Learning is underscored by practical experiences and extracurricular activities. Over the past decade, the school has built an effective model for educating students historically underserved in traditional school settings. Since the first class graduated in 2011, Boys' Latin students have matriculated to and persisted through college at rates three- to four-times greater than Philadelphia averages.

Boys' Latin of Philadelphia is an equal opportunity employer. It is the policy of the school to not discriminate on the basis of race, national origin, color, age, gender, height, weight, disability, religion, marital status, or sexual orientation in any of its employment practices, educational programs, services or activities.