

Job Title: Technology Support Specialist (Full Time)

Supervisor: Director of Technology

Hours: Monday-Friday, 7:30am – 4:00pm

Term: 12 month

Philadelphia Performing Arts Charter Schools seeks a Technology Support Specialist for an elementary school in Philadelphia, PA. The ideal candidate must be a “people person” because you will be interfacing with all staff and students. This is a hands-on, Level I support position where you will be troubleshooting Apple equipment (MacBooks, iPads, Apple TV’s, etc.) copiers, airplay, wifi, networking and other technology as needed. Being a lifelong learner is key to success in this position!

Position Overview

The Technology Support Specialist is responsible for managing and supporting the daily technology operations at our Vine Street Campus (Grades 6-12). Our campus is 1:1 iPads for all students and 2:1 iPads/Laptops for administration and teachers.

Experience and Qualifications

- Ability to multi-task in a fast-paced environment and set priorities within time constraints
- Ability to problem solve, exercise good judgement and manage multiple projects
- Hardware support knowledge of both Mac and PC
- Be highly customer oriented
- Excellent oral and written communication skills required
- Advanced knowledge of MacOS and iOS
- G-Suite administration experience and other cloud services
- Knowledge of wireless/networking technology and troubleshooting
- Bachelor’s Degree and minimum of 4 years experience in technology support preferably in a K-12 environment.
- Motivated self-starter able to identify and complete projects without direction.

Summary of Duties

- Evaluates, responds to, and resolves requests for computer assistance from users experiencing problems with hardware, software, networking, and other computer related technologies.
- Manage help desk ticketing system and respond to trouble tickets
- Assists in management and maintenance of hardware and the school’s physical infrastructure
- Installation, configuration, troubleshooting, and maintenance of staff and student OSX and iOS devices
- Manages staff and students for email, Managed Apple ID accounts and other education technology subscription services
- Maintain up-to-date hardware inventory
- Communicate and interact with vendors for support
- Keep up to date with technology changes in the field of education
- Communicate regularly with Technology Director, provide suggestions for

- improvement to technology infrastructure
- Maintain AV equipment and assist in setups for school assemblies and meetings, which may include after-hours events, such as school performances, etc.

Skills & Characteristics

- IT support: 2 years (Preferred)
- G-Suite: 1 year (Preferred)
- Mobile Device Management: 1 year (Preferred)
- Wireless Technology: 2 years (Preferred)
- OSX/iOS Hardware: 1 year (Required)
- Excellent organization and project management skills (Required)
- Motivated self-starter who is able to identify and complete projects without direction
- Detail and result oriented team player who is dedicated to supporting supporting students and teachers

Education

- Bachelor's (Required)

Certifications

- Current A+ certification (Preferred)