

### **POSITION OVERVIEW:**

Austin Achieve Public Schools is a tuition-free, open-enrollment public charter school preparing East Austin youth to attend and excel at the nation's top colleges and universities. The IT Helpdesk Associate will provide assistance with a variety of issues and requests made by staff on their provided devices/software. Additionally, this role will support the scholar helpdesk.

### **DUTIES & RESPONSIBILITIES:**

- Address and complete IT tickets as assigned
- Maintain & support the Scholar Help Desk
- Interact in a professional manner with all levels of faculty and staff, teachers, scholars, and vendors
- Assist in annual school-wide assessments, implementations & deployments (software, hardware, A/V, etc.)
- Contribute to our internal knowledge base to meet department goals and provide continued training/support for teachers & staff.

### **SKILLS & QUALIFICATIONS:**

- Ability to work closely in a small team to support all staff and scholars with their technology issues
- Self-starter that will initiate work within guidelines
- Strong problem-solving skills and ability to develop new technical skills as technology changes
- Strong social, communication and organizational skills
- Experience working with multiple operating systems including OS X, Windows & Chrome OS.
- Basic knowledge of troubleshooting standards, hardware replacement, office and conference A/V equipment, projector maintenance.
- Basic familiarity with cloud based technologies & services (GSuite, O365, VoIP, etc)
- GED or High School Diploma.
- 1-2 years of technical support experience.

### **REQUIRED EXPERIENCE:**

- Associate's Degree or equivalent experience.
- 2+ years of technical support experience.
- 1 year of break/fix experience
- Basic networking knowledge (VLAN)

### **STATEMENT OF NON-DISCRIMINATION:**

*In keeping with our beliefs and goals, no employee or applicant will face discrimination/ harassment based on: race, color, ancestry, national origin, religion, age, gender, marital/ domestic partner status, sexual orientation, gender identity, disability status, or veteran status. People of diverse backgrounds are strongly encouraged to apply. \*Please note that this job offer is contingent on passing a background check.*