

Position: Helpdesk Associate

Campus: Varies

Reporting to: Lupe Mercado, Director of Information Technology

Austin Achieve Public Schools is a tuition-free, open-enrollment public charter school with the mission to prepare the youth of East Austin to attend and excel at the nation's top colleges and universities.

The Helpdesk Support Associate will play an essential role in providing assistance with a variety of issues and requests made by staff faculty and personal on their provided devices/software while supporting the student helpdesk.

Essential Duties and Responsibilities:

- Address and complete IT tickets as assigned
- Help maintain & support our student help desk
- Interacting in a professional manner with all levels of staff, teachers, students, and vendors
- Assisting in annual school-wide assessments & implementations (software, hardware, A/V, etc.)
- Contributing to our internal knowledge base to meet department goals and provide continued training/support for teachers & staff

Qualifications:

- Ability to work closely in a small team to support all staff and students 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
- Good 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 SaaS services (GSuite, O365, Samanage, etc)
- GED or High School Diploma
- 1-2 years of technical support experience

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.

Preferred Qualifications:

- Associate's Degree or equivalent experience
- 2+ years of technical support experience

How to Apply:

1. **Apply** - submit your application at austinachieve.org/careers, including a letter of intent and a complete resume.
 - a. In your letter of intent, please answer the following questions:
 - i. Why are you interested in working at Austin Achieve.
 - ii. What excites you about technology?
 - iii. What do you have to offer the staff & students of Austin Achieve?
2. **Screening Process** - selected applicants will be invited for an on-site interview that will include a short activity & campus visit.
3. **Selection**

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