



ANNOUNCEMENT OF NEW POSITION

JUNE 2019

IT Helpdesk Technician

Full-Time - Hourly / Classified

APPLICATION DEADLINE: Until position is filled.

ANTICIPATED START DATE: July, 2019

OVERVIEW

Work under the supervision of the Orangewood Foundation Director of IT to serve as the primary point of technical support for faculty, staff and students at the Samueli Academy.

MAJOR AREAS OF RESPONSIBILITIES

- Deployment and maintenance of Academy students, staff, and faculty computers
- Troubleshoot and resolve student and staff technology issues both in and out of the classroom
- Provide support for cloud hosted applications such as Office365, Egnyte Google Apps, Aeries, and Echo
- Maintain and troubleshoot AV equipment campus-wide
- Diagnose Chromebook hardware issues and process for repair
- Assist the IT Director in projects as needed
- Troubleshoot software and hardware failures and resolve as appropriate
- Collaborate across departments to identify areas of improvement and implement technology to solve issues

MINIMUM QUALIFICATIONS

- Minimum 2 years accredited college degree with an emphasis in information systems or computer science preferred
- Very strong interpersonal skills
- Ability to remain flexible, innovative and adaptive to change
- Ability to learn new technology and skills
- Experience in Education settings a plus
- A minimum of two (2) years in desktop support
- General knowledge of SaaS services (Office365, Google Apps, etc.)
- General knowledge of Windows 10
- General knowledge of network infrastructure (wired and wireless)

- General knowledge of Cisco phone system
- General knowledge of Chrome OS administration

**WORKING ENVIRONMENT/PHYSICAL
REQUIREMENTS:**

Primarily an office job. Occasional driving to meetings and trainings. Physical requirements include standing, sitting, typing, bending and lifting up to approximately 50 lbs.

BENEFITS

Medical, dental, and vision insurance benefit package provided to employee. Employer will also offer a 403B match.

APPLICATION PROCESS

To be considered for this position, the candidate must submit:

- ▲ A completed application including:
 - A cover letter addressing specific competencies for the position
 - A resume which clearly describes education and employment background, including dates of employment at each organization, and compensation history

Successful completion of a background check and drug test will be required upon employment. For more information, please visit <http://www.TheAcademyOC.org> or <http://www.OrangewoodFoundation.org> click on “employment.”

EQUAL OPPORTUNITY EMPLOYER