

**Independence Charter School
TECHNOLOGY SUPPORT SPECIALIST
Part-Time Temporary Position for Summer 2022**

Description

The Summer Technology Support Specialist assists with the resolution of computer hardware and/or software issues, rebuilds computers, and assists with overall operation of end user facing technology. The Technology Support Specialist balances creative and technical problem solving, customer service and collaboration to ensure that personnel throughout ICS can access and utilize the resources needed to perform their duties. This position reports to the Director of Technology.

Responsibilities

- Provide help desk support during summer school
- Inspect and repairing existing A/V classroom setups
- Support inspection, repair, and refreshing of student and staff Chromebooks
- Assist in inspecting, setting up, and repairing Chromebook carts
- Set- up new staff desktop and laptop computers
- Assist in inventory of all tech equipment
- Other duties as assigned

Skills:

Help desk, Windows 10 & 11, Troubleshooting, Customer service, Support, Windows, Hardware, Ticketing system, Google Workspace for Education, audio/visual technology

Qualifications

- Clear, professional and friendly telephone/communication skills
- Background in technology with supporting recent Windows platforms, hardware and software, printers, Google applications
- Interpersonal skills for interacting with team members
- Organization skills to balance and prioritize work
- Analytical and problem solving skills
- Ability to work in a team environment and independently
- Experience in troubleshooting, hardware and network problems
- An understanding of basic networking principles

Days & Hours

- June 27, 2022 - August 12, 2022
- Monday - Thursday, 9am -3pm (24 hours/week)

Compensation

- Hourly rate commensurate with experience