Post Date # of positions Position / Description Notice Deadline

March 2023 (1) **Technology Support Technician** Until Filled

Full Time

**GENERAL JOB FUNCTION:**

The Technology Support Technician will provide front line technical support for Whitehall District Schools staff. This role will also perform troubleshooting/repairs of hardware and software applications at a support level..

**RESPONSIBILITIES:**

* Maintains computer related services, such as web, email, user account,and operating systems.
* Able to manage workload in a helpdesk ticketing system.
* Full client and device support in a school environment including, but not limited to: Smart Boards, document cameras, projectors, audio systems, PC’s, monitors, printers, etc.
* All technology and client support functions for WDS and WLACE with the Technology Coordinator.
* Google Apps for Education management, including Chromebook troubleshooting and repair.
* Windows PC software, hardware troubleshooting and repair.
* Installation and maintenance of low voltage systems, including networking audio-visual, cameras and security.
* Work with Active Directory (including LDAP & SSO).
* Assist Technology Coordinator with any open projects and technology operations.
* Other duties as directed by the Technology Coordinator.

**QUALIFICATIONS**:

* High school diploma (required).
* Possession of an Associate’s or Bachelor’s Degree in a technology related field (preferred).
* Technology related certifications such as A+, Network + or other related certifications.
* Demonstrated ability and enthusiasm for working with people and technology.
* Ability to work in a fast paced team setting.
* Willingness to learn new technology in related areas; a self starter that is willing to take ownership of problems and solve them from start to finish.
* Possession of excellent communication, interpersonal, and customer service skills.
* Possession of excellent organizational, written, and verbal skills.
* An ability to prioritize and address multiple tasks and responsibilities.
* Confidentiality.
* Cooperative and Collaborative worker.
* Self-directed achiever.
* Responsible and involved citizen.

**TERMS**:

* Hourly, full time position.
* $17.50/hr
* Paid time off and paid holiday schedule
* Benefits package, including health, vision and dental insurance.
* Retirement benefits.

Interested applicants should email their information to Kirsten Bolles at: [kirstenbolles@whitehallschools.net](mailto:kirstenbolles@whitehallschools.net).

Applications will be considered complete when they contain a letter of interest, resume, and references.