

Antilles School

Title: IT Support Technician – Tier 1

Antilles School seeks a part-time (20-25 hours per week) IT Support Technician – Tier 1 to assist the Director of Information Technology in supporting the faculty, staff and students with Tier 1 technical issues.

The ideal candidate is familiar with Microsoft and Apple platforms and basic networking concepts. He or she has the ability to work and problem solve both independently and with a team. He or she must also be able to communicate effectively with faculty, staff and students through various methods.

Qualifications: Associate/Technical degree in information technology or related field. A+/Network+ certifications and moderate experience preferred.

Additional Qualifications:

- Knowledge of Windows and Macintosh operating systems
- Knowledge of basic computer hardware and peripherals
- Knowledge of basic networking concepts, devices and security
- Knowledge of Interactive Whiteboards (Smart and Promethean), projectors and audio/video equipment.
- Knowledge of educational and business applications to support faculty, staff, and students.
 - MS Office 2007, 2010, and 2013
 - MS Outlook 2013 and MS Exchange OWA
 - Adobe Creative Suite 6
 - Common Internet Browsers (IE, Firefox, Chrome and Safari)
 - Common multimedia applications and tools.

Job Goals: The IT Support Technician is the first level of support for technology hardware, software and network related problems.

Responsibilities and Duties:

Respond to, create and assign technical support tickets
Diagnose, repair and maintain desktop and laptop hardware, peripherals and software
Provide technical support to faculty, staff and students
Manage and support network printers
Manage and support tablet devices
Troubleshoot IP Phones
Maintain up-to-date and accurate records for inventory and repair/maintenance work
Perform preventative maintenance on technology equipment
Inform the Director of Information Technology of technology related problems and issues that arise
Escalate higher-level technical problems to the appropriate member of the technology team

Working Conditions:

Mental Demands: problem-solving, evaluating, interpreting, organizing, consulting, analyzing, planning, documenting, coordinating, implementing, etc.

Physical Demands: sitting, standing, climbing stairs, adjusting, connecting, lifting (up to 50 lbs), bending, keyboarding, pulling, pushing, carrying, writing, walking, etc.

Environmental Conditions: inside, air conditioned and open-air classrooms. Working independently as well as with technology team.