



**Job Title:** IT Tech Support Specialist I

**Reports To:** Vice President

**FLSA Status:** Exempt

**Summary:** A great candidate for this position consists of an individual with some experience with technology, strong problem solving abilities, and the willingness to expand their capacity for technology. This is an entry level position.

**Duties and Responsibilities:**

- Provide timely technical support to schools including troubleshooting and repairing software and hardware on a wide range of technology.
- Perform regular servicing and preventive maintenance on hardware and software.
- Advise school administration and teachers of relevant technology to meet administrative, facility, and educational needs.
- Prepare and maintain inventory of school technology.
- Prepare and maintain records of installations, repairs, and maintenance.
- Provide basic computer trainings to parents and community members
- Conduct staff development sessions on software applications and instructional technology
- Perform other duties as required.

**Minimum Qualifications:**

- High school diploma. A+ Certification or other IT certification preferred. BS in Computer Science, Information Systems, or related discipline is a plus.

- At least 1 year of experience in an IT related position. Prior experience with technology in Chicago Public Schools is a plus.
- Ability to troubleshoot IT systems and other tech issues in a timely manner.
- Experience with Windows, Mac, iOS, and Android operating systems.
- Experience with K-12 technology devices such as iPads, Android tablets, Chromebooks, interactive whiteboards, projectors, and student response clickers.
- Experience installing and troubleshooting a range of printers and copiers.
- Basic knowledge of computer hardware.
- Basic knowledge of wired and wireless networking.
- Basic knowledge of Google apps including the docs suite, sites, gmail, and calendar.
- A team player and positive attitude.

**Work Environment/Physical Demands:**

Mainly in elementary schools and high schools in the Chicago Public Schools district. This job requires the employee to occasionally lift up to 50 pounds.