

The Technology Support Technician is responsible for working directly with LTCS staff to provide basic technology support.

Responsibilities

- Responds to support request via email, text or personal contact
- Provides information regarding technology resources available
- Initiates and maintains satisfactory support and satisfaction levels for computer software and application use for LTCS staff and students
- Resolves routine problems as instructed or escalates more complex issues to appropriate personnel
- Responsible for access and device connectivity troubleshooting
- Creates LTCS Google Accounts for students and staff as instructed
- Assists in maintaining IT Department inventory, including additions, transfers and surplus of equipment
- Installs, upgrades and troubleshoots MAC and Windows personal computer hardware and software as required and specified
- Instructs students and staff in correct procedures, special requirements, restrictions and supporting documentation needed to complete relevant processes
- Ensures that training is provided for the users as new technologies are introduced
- Assists in identifying customer needs and working with vendors to obtain price quotes to fulfill customer technology needs
- Documents VoIP system moves, adds and changes as required
- Installs, maintains and troubleshoots network and local printers
- Assists in the setup and configuration of audio/visual equipment as needed
- Configures and supports anti-virus software to include malware removal from LTCS systems as needed
- Other duties as assigned

Minimum Qualifications

High School Diploma or GED *and* One (1) year of work related experience

Technical Competencies

- Knowledge of computer and network hardware, operating systems, application software, and network infrastructure
- Knowledge of computer software configuration and customization
- Knowledge of the tools and techniques used in the diagnosis and resolution of computer software and hardware problems

- Knowledge of Google G-Suite applications and operational environments
- Knowledge of Desktop Operating Systems from Windows 7 forward
- Skill in the operation of computers and job-related software programs
- Decision making and problem-solving skills
- Skill in interpersonal relations and in dealing with the non-technical users
- Critical thinking skills
- Good oral and written communication skills
- Ability to evaluate and analyze existing applications and identify deficiencies

It shall be a condition of employment to submit to a background investigation. Offers of employment shall be conditional pending the result of the background investigation. Federal Law requires ID and eligibility verification prior to employment. Liberty Tech Charter School is an equal opportunity employer and does not discriminate on the basis of race, color, creed, national or ethnic origin, gender, religion, disability, age, political affiliation or belief, genetic information, disabled veteran, veteran of the Vietnam Era, or citizenship status (except in those special circumstances permitted or mandated by law). This position is an entry-level, part-time position (20 hours per week).