

IT Help Desk Technician

Employees of Central Catholic High School are committed to making the school's vision for success a reality in the day to day applications of their vocation.

Central Catholic is the most desired high school. Central Catholic offers a rigorous education rooted in equity, collaboration, and a Catholic worldview. Central Catholic provides robust opportunities in an inclusive and supportive community. Central Catholic develops critical thinkers who are the best version of themselves, prepared for where their gifts meet the world.

All employees at Central Catholic high school are committed to developing students who are relational and responsible, faithful and just, academically excellent, and healthy and balanced. It is the responsibility of all faculty and staff to help develop Central Catholic students into people of character.

It is every employees' responsibility to contribute to creating a positive and collaborative school culture and to actively engage in the life of the school beyond the classroom. All faculty and staff are responsible for nurturing relationships with our partner Archdiocesan Catholic elementary schools to help achieve vertical alignment, to share resources, and to foster collaborative relationships.

Essential job functions:

- As an employee at Central Catholic, you are called upon to be a role model and a witness to the Gospel of Christ.
- Your main charge is to be engaged in creating an atmosphere in which the religious faith of each individual student as well as their intellectual, moral, and physical capacities are developed.
- IT Help Desk technician assists faculty, staff, and students with computer systems, hardware, and software. This role is the first point of contact for users when something goes wrong or needs fixing in regard to technical issues.
- Interact with stakeholders by phone, email or in-person to resolve technical issues related to software and hardware issues to help them get back up running smoothly again.
- Manage Help Desk tickets in a timely manner
- Document interactions through the helpdesk ticketing system
- Escalate issues to the next Tier with next level of difficulty
- Install, make changes and repair computer hardware and software
- Follow-up with stakeholders to ensure issues are resolved.
- Train faculty, staff, and students in computer use
- Train other staff on troubleshooting and diagnosing problems
- Gain feedback from faculty, staff, and students to improve training methods
- Write and edit training manuals to included common complaints and problems.
- Works within the IT department to collaborate and plan for present and future needs

- Collaborate with colleagues for the purpose of improving student achievement.
- Maintain professional growth and competence through participation in all professional development opportunities provided by the school and seek out new opportunities outside of the school that supports professional growth and advancement of 21st-century educational practices.
- Apply culturally responsive practices to foster equity and diversity.
- Attend all faculty, parent, and other related meetings as assigned by the Principal.
- Support activities outside of normal school hours as required by the school calendar.
- Manage and maintain an inventory of supplies and cleanliness and organization of work spaces.

Qualifications:

- Maintain certifications and ongoing professional lice sites as necessary
- Maintain first aid and CPR training.
- Maintain all required safety training: ALICE, CASE, etc.

Special Requirements:

- An Associate's degree in computer science or related field or Microsoft Certified Systems Engineer designation, preferred
- 2+ years experience working in a help desk environment
- Excellent oral communication skills
- Detail oriented in order to keep detailed notes on tickets and to manage inventory
- Highly organized to keep Help Desk tickets order
- Ability to diagnose and resolve basics computer and technical issues
- The person employed for this position must be able to verify identity and employment authorization.
- The candidate selected for this position must complete a pre-employment background check and all Archdiocesan required training and certifications.

OTHER DETAILS:

- **Compensation:** Commensurate with experience
- Will accept up to 10 years of prior experience.
- **Start Date:** July 1, 2022
- **Length of Contract:** 12 month employee
- **Application Deadline:** open until filled

Application Process: Please email the application, cover letter, resume, and three letters of reference to Jasmin Ruiz, jruiz@centralcatholichigh.org Questions concerning this position should be directed to Jasmin Ruiz, Administrative Assistant, Central Catholic High School, 503-235-3138.