

JACKSON PREPARATORY & EARLY COLLEGE

STAFF RESPONSIBILITIES

Position:	IT Help Desk Technician
Reporting Relationship:	VP of Finance and IT
Employment Type:	Professional/At-Will/Exempt
Name of Employer:	AccessPoint Educational HR
Position type:	Full-time, hourly
Criminal Background Check Requirement:	Yes

Essential Functions:

- Maintain student and staff accounts across identity platforms
- Help administer and manage district computer networks, including user accounts
- Maintain Windows and Chromebook device configurations across Windows GPO and Google Admin.
- Help administer firewall configurations.
- Assist with maintaining network configurations and firmware upgrades across switching and wireless infrastructure.
- Support digital testing
- Respond to help desk tickets
- Maintain website filtering configuration
- Troubleshooting and repairing computer-related equipment
- Help maintain local and WAN based DNS records for various services.
- Assist with maintaining virtual environment for the various services. Such as print relay servers, testing servers, monitoring servers, etc.
- Maintain asset management for equipment assigned to various locations, staff, and students.

SUPERVISORY RESPONSIBILITIES:

None

CONTACTS AND PURPOSE OF CONTACTS:

Internal: Coordinate and communicate with all areas of Jackson Preparatory & Early College including teachers, administrators, and students.

External: Vendors to review offerings and discuss with VP of Finance and IT.

JOB SPECIFICATIONS:

Education: High school or equivalent. Associate degree in a computer-related field preferred.

Experience: 2-5 years of similar or related experience, including preparatory experience. Experience with GSuite, Windows AD and Entra ID a plus. 1-4 years of experience as a support technician.

PROFESSIONAL QUALITIES AND ABILITIES:

- Possesses a positive attitude; able to see good in self and others
- Shows flexibility including the acceptance of and willingness to change; see change as an opportunity for growth
- Seeks improvement over time by taking risks and trying new things
- Knows and acknowledges personal limits
- Displays self-discipline and strong work ethic
- Accepts responsibility for professional and personal growth
- Demonstrates commitment to be a productive/supportive member of the JPEC community
- Successfully organizes, executes and follows up on projects; sets specific objectives and measures to achieve results
- Accepts criticism gracefully and uses it as an opportunity for growth
- Handles conflict effectively.
- Inspires others; sets an example of professionalism both within JPEC and the community
- Serves as a role model of good written and oral communication skills and good time management skills
- Leads and/or follows as circumstances require

Americans with Disabilities Act (ADA) compliance section

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

LANGUAGE SKILLS:

Able to analyze, read, and interpret the most complex documents. Have the ability to respond effectively to the most sensitive inquiries or complaints. Have the ability to write speeches and articles using original or innovative techniques or style. Have the ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and/or Boards of Governor's.

MATHEMATICAL SKILLS:

Have the ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Have the ability to apply concepts of basic algebra and geometry.

REASONING ABILITY:

Have the ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems. Have the ability to deal with nonverbal symbolism (formulas, scientific equations, graphs, musical notes, etc.,) in its most difficult phases. Have the ability to deal with a variety of abstract and concrete variables.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to sit and use hands to finger, handle, or feel. The employee is required to stand and walk, reach with hands and arms. The employee must occasionally lift and/or move up to 50 pounds.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is exposed to outdoor weather conditions. The noise level in the work environment is usually moderate.