

System Technician / Information Technology

Position Overview

Lead the school's technology efforts in support of the school's mission. Over 120 students, 10 teachers and 20 staff utilize technology on a daily basis to support the enriched and innovative learning environment at Lake George Charter School. Our students from Pre-K through Grade 8 benefit from a one-to-one device to student ratio.

The System Technology support will be responsible for managing the technology needs that includes network administration, technology help desk and data systems management and support. Ideal candidates will be innovative, strategic, have strong people and project skills, and be very knowledgeable about networks, hardware, databases, website design and other software platforms.

Reports to: School Administrator

Terms: Part-time, Consultant - one year contract

Job Responsibilities

The following list is not comprehensive but serves as a representative summary of the primary duties and responsibilities.

Operational Effectiveness

- Support the school through the efficient management of the technology infrastructure.
- Ensure that the school's systems including servers, peripherals, databases, phone and security are fully operational, have current updates installed and are accessible by all users.
- Implement technology training program and checklist for new employees and students.
- Plan and ensure seamless rollout of new software and systems.
- Provide the highest quality technology services and customer satisfaction to faculty, staff, students and families.

Knowledge, Skills, and Ability

- Helpdesk operations – Support the staff and students with issues
- Networking architecture and operations
- Server architecture and operations
- Advanced knowledge of Chromebook devices in an enterprise environment
- Google G-Suite experience recommended
- NVR and network security cameras experience
- Experience supporting Microsoft server-based software
- Submit budget requests to administration for future system needs
- Website design and maintenance
- Educational technology – prepare for student testing
- Planning future upgrades and hardware requirements
- High organizational skills

- High customer service orientation
- Flexibility to work some evenings and weekends to upgrade systems while minimizing downtime for the school.
- Strong interpersonal skills that are conducive to working with and establishing and sustaining effective working relationships with faculty, staff and students and families.

Education or Formal Training

BA/BS in Computer Science/Information Systems or equivalent work experience

Experience

Minimum of 5 years of technology experience.