

## **STEM School Highlands Ranch Opening**

Position: IT Help Desk Technician

Start Date: Immediate

Salary range: \$15-20 per hour

Part time: 7:30 AM-11:30 AM during the school year and 7-3 Mon-Wed during the summer.

At STEM School Highlands Ranch we put innovation in the center of learning to unleash the potential of all students and prepare them for an exponentially changing world. We are a K-12 free Charter School in the Douglas County School District located in Highlands Ranch, Colo. Don't just read about our school; [See what we do every day!](#)

### **We believe:**

1. Creating an environment of respect and success in an exponentially changing world.
2. Nurturing unlimited human potential.
3. Leveraging the power of collaboration through continuous inquiry and experimentation.
4. Optimizing resources and operations.
5. Impacting the world ethically and positively.
6. Relentlessly reinvent and adapt.

### **What we expect:**

At STEM School Highlands Ranch, we expect staff members to be agile learners who design thoughtful curriculum, or provide top-notch support, that ensures unlimited student engagement.

### **What you can expect:**

A community of committed professionals who engage in constant collaboration and innovation in order to nurture unlimited teacher and student potential.

### **Directions:**

To apply for this position, please [click here to complete the STEM School Highlands Ranch Employment Form](#). Please follow all instructions in the form in order to complete the process correctly. IMPORTANT: Please make sure to rename your files per the examples given in that section of the form. If you have questions about the form, please email [careers@stemk12.org](mailto:careers@stemk12.org).

### **Position Description:**

In this role, you will provide maintenance of the computer desktop environment by analyzing requirements, resolving problems, installing hardware and software solutions, and supporting the internal IT Helpdesk. You will be responsible for administration and internal support of the Company's PCs, printers, servers, and related equipment. Tasks include end user support, license tracking, and performing PC maintenance, upgrades and configurations. You would report directly to the IT Director.

### **Position Requirements:**

- Provide helpdesk support and resolve problems to the end user's satisfaction

- Monitor and respond quickly and effectively to requests received through the IT helpdesk
- Monitor IT helpdesk for tickets assigned to the queue and process first-in first-out based on priority
- Modify configurations, utilities, software default settings, etc. for the local workstation
- Utilize and maintain the helpdesk tracking software
- Document internal procedures
- Assist with onboarding of new users
- Ensure each workstation has a has the equipment and software needed for the person to fulfill their duties
- Manage and monitor internal assets to ensure accurate inventory records
- Manage computer setup and deployment for new employees using standard hardware, images and software
- Perform timely computer hardware and software upgrades as required
- Ability to prioritize and manage multiple tasks with frequent interruptions
- Ability to work collaboratively with co-workers
- Observes all school policies and procedures
- Maintains Confidentiality
- Other duties may be added and/or assigned as needed
- The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting 5 to 50 pounds, carrying, pushing, and/or pulling: and signification fine finger dexterity. Generally the job requires sitting, walking, standing, and repetitive motion. This job is performed in generally a clean and healthy environment.

**Qualifications Required::**

- High school diploma or G.E.D.
- Windows 10, Mac OS X, Google Collaboration Apps and Office 365
- Mac and PC hardware, Printers, scanners, computer peripherals, Mobile devices (iOS, Android)
- Client PC connectivity - Ethernet, TCP/IP and VPN
- Strong customer service and troubleshooting skills
- Ability to communicate technical information, both verbal and written, to a wide range of end-users
- Experience working in a Windows/Mac environment