



Connecting you with Technology 5700 W. Canal Road, Valley View, Ohio 44125

Connect is a non-profit Information Technology Center serving public, private, and community schools throughout Northeast Ohio. We are seeking a candidate to fulfill as the District Technician on our technology team.

Open Position: District Technician

Position Start Date: As soon as possible

Salary Range: Salary commensurate with experience starting at \$35,000/year

District Technician

DUTIES:

- Image, diagnose, restore, rebuild, and refurbish computers.
- Provide tier 1 support for a variety of technology systems including computers (hardware and software).
- Troubleshoot computer systems, both hardware and software.
- Perform root cause analyses to continuously improve user experience and strengthen business applications.
- Contribute to the maintenance, configuration, administration, and documentation of school district and Connects technology infrastructure, to include computers and networks, standard applications, SaaS systems, telecommunications, and A/V equipment
- Monitor technology support requests and provide support to Staff and students.
- Data entry and maintenance of technology assets
- Conduct routine maintenance on computers.
- Other tech-related duties as needed

EXPERIENCE:

- 1 - 2 years of relevant work experience in a level 1 computer technician position, working within a team-oriented, collaborative environment.
- 1 - 2 years of work experience with PC, Mac and Chromebook hardware and software.
- CompTIA IT Fundamentals (ITF+), Microsoft Technology Associate (MTA), TestOut PC Pro Certification, or equivalent certifications preferred
- Comfortable supporting current versions of Google Suite, Microsoft Windows and macOS, as well as Level 1 support of Azure Active Directory/Office 365 and Google admin console.
- Ability to translate technical language into friendly terms and convey technical information to members and partners.
- Ability to perform basic troubleshooting.
- Ability to handle multiple, concurrent tasks in a fast-paced environment.

CORE COMPETENCIES:

- Demonstrated passion for Technology with a track record of career progression in the field.
- Ability to successfully navigate a fast-paced, high-growth environment, and solve problems in the face of ambiguity and constant change
- Respect and inclusiveness. High openness to feedback; respect for the opinions and differences of others; and a tendency to always assume the positive intent of others
- Shares perspective and seeks out opposing points of view; seeks to be part of a group whose impact is greater than the sum of its parts.
- Anticipates, experiments with, learns and adopts a broad range of new technologies that enhance organizational outcomes and drive the business forward. Rejects low-impact or fad technologies.
- Serves as strategic partner to build, grow, and maintain symbiotic and long-lasting relationships with customers, anticipating needs and providing services that exceed expectations. Uses customer insights to drive and guide the development of new offerings.

OTHER REQUIREMENTS:

- **Language skills:** Ability to read, analyze and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from staff members and clients, regulatory agencies, or members of the business community. Ability to write reports. Ability to effectively present information to top management, public groups, and/or boards of directors.
- **Reasoning Ability:** Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- **Physical Demands:** While performing the duties of this job, the employee is required to sit, stand, walk, and use hands to finger, handle or feel objects, tools, or controls. The employee frequently is required to reach with hands and arms, talk, or hear. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl, taste and smell. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. The employee may occasionally be expected to move and/or lift 100 pounds or move but may obtain assistance or use equipment and carts to facilitate these tasks. Specific vision abilities by this job include close vision, color vision, peripheral vision, depth perception and the ability to adjust focus.
- **Work Environment:** While performing the duties of this job, the employee frequently works near moving mechanical parts and is frequently exposed to fumes or airborne particles and risk of electrical shock. The noise level in the work environment is usually moderate to occasionally loud.
- **Other:** Driving to and from job locations may be necessary and employees must possess a valid Ohio Driver's License. The employee shall remain free of any alcohol or nonprescribed controlled substance abuse in the workplace throughout his/her employment.

Qualified candidates may submit their resume to Joe.Prchlik@ohconnect.org with District Technician referenced in the subject.

Connect is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.