**POSITION OVERVIEW:**

Austin Achieve Public Schools is a tuition-free, open-enrollment public charter school preparing East Austin youth to attend and excel at the nation’s top colleges and universities. The IT Helpdesk Associate will provide assistance with a variety of issues and requests made by staff on their provided devices/software. Additionally, this role will support the scholar helpdesk.

**DUTIES & RESPONSIBILITIES:**

* Address and complete IT tickets as assigned
* Maintain & support the Scholar Help Desk
* Interact in a professional manner with all levels of faculty and staff, teachers, scholars, and vendors
* Assist in annual school-wide assessments, implementations & deployments (software, hardware, A/V, etc.)
* Contribute to our internal knowledge base to meet department goals and provide continued training/support for teachers & staff.

**SKILLS & QUALIFICATIONS:**

* Ability to work closely in a small team to support all staff and scholars with their technology issues
* Self-starter that will initiate work within guidelines
* Strong problem-solving skills and ability to develop new technical skills as technology changes
* Strong social, communication and organizational skills
* Experience working with multiple operating systems including OS X, Windows & Chrome OS.
* Basic knowledge of troubleshooting standards, hardware replacement, office and conference A/V equipment, projector maintenance.
* Basic familiarity with cloud based technologies & services (GSuite, O365, VoIP, etc)
* GED or High School Diploma.
* 1-2 years of technical support experience.

**REQUIRED EXPERIENCE:**

* Associate’s Degree or equivalent experience.
* 2+ years of technical support experience.
* 1 year of break/fix experience
* Basic networking knowledge (VLAN)

***STATEMENT OF NON-DISCRIMINATION:***

*In keeping with our beliefs and goals, no employee or applicant will face discrimination/ harassment based on: race, color, ancestry, national origin, religion, age, gender, marital/ domestic partner status, sexual orientation, gender identity, disability status, or veteran status. People of diverse backgrounds are strongly encouraged to apply. \*Please note that this job offer is contingent on passing a background check.*