

CHEVERUS

Academic Excellence in the Jesuit Tradition

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<u>Job Title:</u>	IT Help Desk Technician
<u>Reports To:</u>	Information Technology Coordinator at Cheverus High School
<u>Wage:</u>	\$20 - \$25 DOE
<u>Employee Status:</u>	Part-Time, Non-Exempt (entitled to overtime) Monday - Friday, expected weekly hours 15-20 +/- coordinated with academic schedule.

Vision

The Information Technology Technician (Technician) will provide a stable network infrastructure as a means to support the school community, including the educational, financial, development and administrative components. The Technician will offer quality customer service to the school community.

Budget

- The Technician will work with various vendors to maintain the infrastructure of Cheverus High School, as deemed necessary by the Information Technology Coordinator (IT Coordinator).

Software Support

- The Technician performs periodic maintenance procedures on software applications to ensure data integrity and optimal performance.
- The Technician will submit purchase orders to the IT Coordinator for the timely renewal of software licenses, and for the replacement of expired software licenses.
- The Technician will be called upon to assist members of the school community in their use of technology.

Hardware Support

- The Technician will periodically review the computer equipment of the faculty and staff for optimal performances, and will remove unnecessary and obsolete software.
- The Technician will repair or dispose of nonfunctional technology by recommended methods.
- The Technician will be the first responder for issues involving network printers.

Customer Support, Standards and Policies

- The Technician will assist, to the best of their ability, the members of the school community in their technology needs. Currently, this involves a thorough understanding of Zoom, Google Suite, and MacOS.
- The Technician is responsible for the creation of user accounts on the network and associated software, for staff and student accounts.
- The Technician will report any unacceptable activity in the school's network to the IT Coordinator.

Continuing Education

- The Technician may attend relevant workshops, courses and training programs, as deemed necessary by the IT Coordinator, to maintain a current level of expertise in their position.
- *This position may qualify for internship credit at institutions of higher learning within the State of Maine. Please consult with your institution for more information.*

Ongoing

- Technician's responsibilities will be subject to review and further clarification by the IT Coordinator.

Requirements

- Cheverus High School background check screenings. Cost \$0
- Maine State fingerprint (CHRC) authorization. Cost \$70.
- Employees are required to be fully vaccinated for COVID-19. Individuals are considered to be fully vaccinated two weeks after their second dose in a two-dose series, such as the Pfizer-BioNTech and Moderna vaccines, or two weeks after the single-dose J&J/Janssen vaccine.

Cheverus Tuition Discount

- Part-time employees are entitled to a 25% tuition discount for their student(s) and after having been employed three or more years a 50% tuition discount.

How to Apply: Please send a resume to scola@cheverus.org with the subject line "IT Help Desk Technician."