

Job Title: IT Helpdesk Technician

Position Summary:

We are seeking a skilled Computer Technician to join our team at Catholic Schools of Fairbanks. The Computer Technician will play a crucial role in maintaining and enhancing our IT infrastructure to support the educational goals of our students and faculty in a 1:1 education environment.

Responsibilities:

1. **Technical Support:** Provide technical assistance and support for faculty, staff, and students regarding computer systems, software, and hardware issues.
2. **Troubleshooting:** Diagnose and resolve hardware, software, and network issues promptly to minimize downtime and disruptions to academic activities.
3. **System Maintenance:** Perform routine maintenance tasks such as updates, patches, and system backups to ensure smooth operation of school computers and network systems.
4. **Inventory Management:** Manage inventory of computer equipment, peripherals, and software licenses, ensuring adequate supply and efficient distribution.
5. **Network Administration:** Assist in maintaining network infrastructure, including routers, switches, wireless access points, and cabling.
6. **Security Management:** Implement and maintain security protocols to protect school data and systems from unauthorized access and cyber threats.
7. **User Training:** In conjunction with the IT Director, conduct training sessions and workshops to educate staff and students on basic computer operations, software applications, and IT security best practices.
8. **Apple School Manager and iPad Troubleshooting:**** Proficiency in Apple School Manager and experience troubleshooting iPad and iOS devices for classroom use.
9. **Mobile Device Management:** Manage mobile devices (e.g., iPads, tablets) including setup, troubleshooting, and security configurations.
10. **Documentation:** Maintain accurate documentation of IT procedures, configurations, and troubleshooting steps for reference and training purposes.

Qualifications:

- Proven experience as a Computer Technician or similar role in an educational or institutional setting preferred.
- Strong knowledge of computer systems, hardware, software, and networks.
- Proficiency in Apple School Manager, iPad troubleshooting, and mobile device management.
- Familiarity with macOS, iOS, other operating systems.
- Experience with educational software, learning management systems (LMS), and classroom technology.
- Excellent troubleshooting and problem-solving skills.
- Strong attention to detail and organizational abilities.
- Ability to work independently and collaboratively within a team.
- Excellent communication and interpersonal skills, with a customer service-oriented approach.

Education and Certification:

- High school diploma or equivalent required.
- Additional certifications (e.g., CompTIA A+, Network+, Microsoft Certified Professional, Apple Certified Mac Technician) preferred.

Work Environment:

- This position supports a 1:1 education environment with approximately 400 students, and may require occasional evening or weekend work to accommodate school events or IT maintenance.

Benefits:

- Competitive salary based on experience.
- Health benefits package including medical, dental, and vision.
- Retirement savings plan options.
- Professional development opportunities.

Application Process:

Interested candidates should submit a resume and cover letter detailing their qualifications and interest in the position to priggscsf@catholic-schools.org.