

Computer Support Specialist Job Opportunity

If you have great people skills balanced with expertise in providing MAC/PC software and hardware technical assistance, consider joining our Information Technology (IT) Apprenticeship initiative, The Urban Technology Project (UTP). This program is a collaborative effort between Communities In Schools of Philadelphia, Inc. and the School District of Philadelphia. Program participants provide technical support to Philadelphia public schools. UTP's program is also a Registered IT Apprenticeship with the Pennsylvania Department of Labor and Industry.

Employer: Communities in Schools of Philadelphia, Inc.

Location: School District of Philadelphia Middle and High Schools

Entry Level: Yes

Hours: 8:00 – 4:00

Responsibilities

- Provide end-user software and hardware support for MACs and PCs
- Perform troubleshooting, installation, and upgrade services as needed
- Organize and implement project plans and make improvements and recommendations as needed
- Work on the maintenance of technology as needed throughout school building.
- Work with a school's Technology Teacher Leader and District Technician to administer the building computer networks.
- Assisting with the implementation/support of ongoing district-wide technology initiatives.

Computer Support Specialist Qualifications

- Minimum one year experience in providing end-user support in an educational setting
- Experience with both Macintosh and PC platforms
- Ability to work with teaching staff and students
- Excellent customer service skills
- Be a team player
- Minimum CompTIA A+ certification
- Philadelphia public schools graduates preferred
- Child Abuse Clearance and Criminal Background check required

CONTACT INFORMATION:

Please forward resume and cover letter to Edison Freire, efreire@philasd.org.