

Systems and Technology Support Specialist

Start Date: Immediate
Team: Team Systems & Data
Location: Brooklyn, NY or New Haven, CT

About Achievement First:

Achievement First, a non-profit 501(c)3 charter school management organization, operates over 30 public charter schools in Brooklyn, Connecticut and Rhode Island. The mission of Achievement First is to deliver on the promise of equal educational opportunity for all children, regardless of race or economic status. Achievement First currently educates more than 12,600 students in historically underserved neighborhoods, with over 90% of our students identifying as Black and Latino. With its college-preparatory focus, the Achievement First approach is attaining breakthrough academic gains throughout the network. Beyond our students and schools, Achievement First is an engaged and prominent partner in the larger conversation about how to improve public education and student achievement in our country.

Achievement First's approach to teaching and learning enables every student to succeed at the highest levels. This involves:

- Recruiting and developing successful teachers and school leaders and empowering them to use student data to strategically drive instruction;
- Creating a joyful school culture where it is "cool to be smart" that emphasizes character education and focuses students on college;
- Providing students with more time on task and intense intervention when they are struggling so that no child falls through the cracks.

For more information about Achievement First's mission, approach, schools and team, please visit our website at www.achievementfirst.org.

Summary

The ideal candidate has a strong interest in gaining functional exposure to the inner workings of education technology and data systems at a leading charter management network committed to using data to drive instructional improvement in its classrooms. The support specialist will play a critical role in supporting systems, reports, and technology which enable Achievement First schools and their leaders to track, measure, and optimize results across 33 schools in three regions. The support specialist can expect to work closely with other members of Team Systems & Data as well as Team IT. They will also have frequent opportunities to interact directly with school-based operations teams and staff.

Responsibilities of the support specialist will include but are not limited to:

- Technical systems support for school teams (~80%)
 - Provide ongoing end-user support for school-facing systems, data collection tools and reports managed by Team Systems and Data
 - Provide back-up remote support for Tier 1 IT Issues
 - Air-traffic control for technical ticketing system
 - Liaise with teammates to troubleshoot complex queries and technical issues

- Quality Assurance and Data Gathering (~20%)
 - Utilize and maintain reports to audit system health and utilization
 - Respond to ad hoc data requests from network and school leaders in a timely manner
 - Ensure data integrity by supporting technical system owners in conducting quality assurance checks

Skills and Characteristics

- Motivated, self-starter, able to take direction and work independently, creatively and efficiently
- Strong technical aptitude and/or demonstrated interest in systems, data, and technology
- Strong knowledge of Windows 10 and Microsoft Office/Office 365 a plus.
- Excellent written and oral communication skills
- Natural customer service orientation and willingness to do “whatever it takes”
- Ability to thrive in a fast-paced environment and juggle multiple workstreams
- Quick learner comfortable thinking on the fly
- Ability to maintain calm while operating effectively with a sense of urgency in high-pressure situations
- Belief in the Achievement First mission and educational model
- Maturity, humility, strong work ethic, sense of humor, and “roll-up-my-sleeves” attitude

Educational Background and Work Experience

- Bachelors degree or equivalent technical support experience
- At least 1 year of work experience or significant internship experience preferred
- Previous customer service experience preferred
- Previous customer service work using a ticketing system (i.e., Zendesk, FreshDesk, HelpStar) preferred

Compensation

Salary for this position is competitive and commensurate with experience. Additionally, Achievement First offers a comprehensive benefits package.

To Apply

Complete this [linked application form](#) and submit both a resume and a thoughtful cover letter. Applications without a cover letter will not be considered.

If you have any questions, please contact:

Mel Oliveros

Associate Director, Systems & Data

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Achievement First is an equal opportunity employer and an organization that values diversity. People from all diverse backgrounds are strongly encouraged to apply. Spanish language proficiency is a plus. You can learn more about diversity at Achievement First here: <http://www.achievementfirst.org/about-us/diversity/>.