

Information Technology Associate

Start Date: April 19, 2021
Team: Information Technology
Location: Providence, RI

About Achievement First:

Achievement First, a non-profit 501(c)3 charter school management organization, operates 37 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 of America's children. We know that every child—regardless of race, zip code, or economic status—deserves access to great schools. Achievement First currently educates more than 14,000 students in historically underserved neighborhoods, with over 90% of our students identifying as Black or Latinx. For more information about the Achievement First mission, model, our schools and team, please visit our website at www.achievementfirst.org.

Summary

The Information Technology Associate will report to the Associate Director of CT IT Support and work with school-based staff to ensure that ground-level IT needs are met. Additionally, the associate will work closely with other members of Team IT to build and maintain the infrastructure and networks used across three states and 30+ locations. The ideal candidate will possess excellent interpersonal and communication skills and be extraordinarily self-directed.

Responsibilities of the Information Technology Associate include but are not limited to:

- Technology Infrastructure
 - Manage network operations and internal helpdesk/tech support for 4-6 charter schools and provide remote ticket support for all schools regardless of the region
 - Ensure exceptionally reliable internet, e-mail, and network functions
 - Provide technical support for servers, LAN, wireless LAN, PCs, printers, and VOIP telephones
- IT Operations
 - Work closely with vendors to ensure seamless operations
 - Order, receive, and process equipment as required by demand
 - Manage systems and projects including updates and documentations
 - Manage inventory of staff and student IT equipment
- Staff and School Support
 - Provide training to teachers and staff in computer use and software programs
 - Manage relationship and maintain strong communication ties with the leadership staff at your assigned schools. Become the liaison between your school and Team IT

Skills and Characteristics

- Strong knowledge of Windows, Microsoft Office Products, Imaging technologies, virus and spyware removal
- Knowledge of Active Directory user and computers
- Knowledge of Windows Server 2008 & 2012, Cisco phone systems, Cisco wired & wireless networking a plus
- Knowledge of basic Networking principles, and a familiarity with wired & wireless networks

- Desire/Interest in network maintenance a plus
- Experience with Windows 10 and/or Office 365 is a plus
- Belief in the Achievement First mission and educational model
- Maturity, humility, strong work ethic, sense of humor, and “roll-up-my-sleeves” attitude
- Motivated, self-starter, able to work independently and as part of a larger team
- Capable of seeing projects through from beginning to end
- Excellent proactive 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

Educational Background and Work Experience

- Preferred – Bachelor's degree in an IT/related field or equivalent technical experience
- 1 to 5 years of hands-on helpdesk/technical support experience (hardware and software)
- Previous customer service work using a ticket system (Zendesk, Freshdesk, etc) strongly preferred

This position will require travel around the Providence & Cranston, RI areas and occasional travel to Connecticut/NYC for staff meetings.

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](#) (also at <http://bit.do/ITApply>) and submit both a resume and a thoughtful cover letter. Applications without a cover letter will not be considered.

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/>.