New Heights

JOB TITLE:
Information Technology (IT) Help Desk Specialist

REPORTS TO:
Chief Operating Officer

TO APPLY DIRECTLY WITH NEW HEIGHTS, PLEASE VISIT:
https://fs20.formsite.com/yNVh1M/u7nq5ocd65/index

SALARY: From $62,000.00/year; 11-month position

COMPANY:
Established in 2023, New Heights is an authorized public high school for people 18-50 that has been created to drive multigenerational transformation through lifelong learning and economic independence. Founded by the original experts in adult education in Texas, New Heights provides a new experience for Texans who want to re-engage in their educational journey now that a high school diploma (not a GED), career education, and access to college are more accessible.

The mission of New Heights is to rapidly increase opportunities for marginalized communities by connecting individuals with relevant and impactful high school education, career and technical training, college pathways, and jobs in an environment designed specifically to meet the responsibilities, challenges, and whole person needs of adult learners ages 18-50. New Heights is a collaborative and welcoming learning environment that respects a student's experiences, life circumstances, and goals, providing them an opportunity to develop their own pathway, co-create with peers and teachers, and become more prepared for a career or college.

POSITION SUMMARY:
The Information Technology (IT) Help Desk Specialist is a vital role for the launch of New Heights. The primary responsibility of the IT Help Desk Specialist is to design, implement, and administer New Heights technology systems by providing processes, procedures, and support to teachers, staff, and administration. In addition to IT Help Desk Specialist duties, this position will also be responsible for providing campus-level and administrative desk-side support. This position is responsible for support that includes desktop support, research and knowledge to implement remote support, staff device support, classroom device support, asset management, device imaging, and multifunction printers and copiers. The position involves initiative and flexibility in working with consultants and vendors and maintains a collaborative spirit when researching and implementing innovative technology, with a student-centered approach. Essential functions include: lead and supervise the implementation and use of all technology campus-wide, training and resource development for staff and students, and ongoing evaluation of services and inventory. The position will collaborate with the Chief Operations Officer to ensure alignment with campus needs and remains aligned with the New Heights Board, Superintendent and District priorities.

ESSENTIAL DUTIES AND RESPONSIBILITIES:
- Serve as the main point of contact for all IT-related requests, device deployment, device inventory tracking, and trouble-shooting contributing to the overall vision and technological needs of New Heights.
- Foster a supportive relationship with campus-level staff.
- Conduct technical research and development to enable continued innovation within the New Heights infrastructure.
- Serve as lead contact for students and staff to provide support for any technical issues with school-issued technology services, software and hardware.

- Collaborate in the development of structures and processes to increase the level of adoption and excellence of New Heights technology.
- Develop a districtwide technological support structure by documenting policies and procedures.
- Maintain accurate inventory records of technology-related assets.
- Support District and Campus technology plans.
- Continually develop working knowledge of existing applications and processes to provide support to students, District and Campus staff.
- Follow high-quality work practices, systems, and methods that are effective, efficient, and consistent with New Heights standards, policies, and procedures.
- Establish partnerships with vendors for all IT related services and needs.
- Create the standard for communication for campus outages and/or issues.
- Source and implement new and existing cyber security constructs.
- Continually develop the knowledge and skills to implement autopiloting for Cloud joined devices.
- Collaborate with Chief Academic Officer/Campus Director and Chief Operations Officer to incorporate the needs of the campus when researching and implementing districtwide technology initiatives and create an effective evaluation process.
- Coordinate with the Chief Operations Office any marketing-responsive recruitment techniques and opportunities, oversight and use of social media outlets, and other student and community partnership strategies.

OTHER DUTIES AND RESPONSIBILITIES:
- Assist the New Heights team with outreach efforts and community integration events throughout the school year (periodically at nights and on weekends).
- Establish and maintain professional and cooperative working relationships with all stakeholders.
- Foster a spirit of collegiality with all teams throughout New Heights.
- Practice the effective and quick resolution of conflicts among team members.
- Promote positive and effective communication and collaboration.
- Comply with policies established by federal and state law, including, but not limited to, State Board of Education and New Heights Board policy.
- Participate in the preparation, implementation and evaluation of a districtwide Technology budget founded on the needs of the campus and aligned with the New Heights Board, Superintendent and District priorities.
- Perform other duties as assigned to support the success of New Heights.

SUPERVISORY RESPONSIBILITY:
This position does not have supervisory responsibilities.

REQUIRED QUALIFICATIONS & EXPERIENCE:
- Associate's degree from an accredited college or university or equivalent years of experience.
- 3 years or more of Tier 1 experience with desktop operating systems, including Windows and Chrome. Active Directory, Google Admin console and mobile device management platforms, and asset management.
- 1-year experience working in a Windows and Google Admin environment.
- Skilled in diagnosing and resolving a vast array of technical service requests with strong complex problem-solving skills.
- Strong communication and interpersonal skills, with an ability to communicate effectively and professionally, including, the ability to communicate technical information in a clear and understandable manner to non-technical stakeholders.
- Knowledge of various operating systems and productivity tools.
- Experience with antivirus and other security products.
- Superior customer service skills, organizational, verbal, and written communication skills, and the ability to handle multiple tasks or crisis situations effectively.

- Ability to oversee, coordinate, and influence a proactive and solution-focused approach, focused on a positive first impression when providing technical assistance to staff, students and community partners.
- Strong sense of professionalism, administrative ability, systemic understanding of developing adult relationships, building trust while utilizing socioemotional approaches, and effective communication/interpersonal skills with adults seeking a return to the educational environment.
- Superior leadership, supervisory, organizational, verbal and written communication skills, and the ability to remain calm when handling multiple tasks effectively.
- Experience working with adults age 18-50 in urban, non-traditional, and/or adult education setting; Possess understanding of marginalization and how it impacts an individual and the community; Display respect for diversity of thought and have experience implementing thoughtful collaboration within a team and the New Heights community.

PREFERRED QUALIFICATIONS & EXPERIENCE:
- Bachelor's degree from an accredited college or university in Computer Science, Management Information Systems, Information Technology, a related field, or an equivalent combination of education and experience.
- Possess the skills and knowledge to configure Azure and Google SSO, SamL, and IDP connections.
- A+ Certification
- Net Plus Certification
- Student Information System database administration – preferably Ascender.

BENEFITS:
- Teacher Retirement System
- Annual paid time off
- Health Benefits
- FSA
- Life Insurance

COMPENSATION & SCHEDULE:
- Based on experience and qualifications.
- This is a 11-month position. State and Federal Holidays; School Breaks; PTO.

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NOTICE:
All qualified applicants will receive consideration for employment without regard to race, color, sex, sexual orientation, gender identity, religion, national origin, disability, veteran status, age, marital status, pregnancy, genetic information, or other legally protected status.

New Heights is a public school and post-offer background check and fingerprinting is required to ensure the applicant meets all eligibility requirements for the position.

By signing below, I acknowledge that I have received a copy of this job description. I further acknowledge that I am able to perform the essential duties and responsibilities of the position with or without reasonable accommodations.

New Heights

Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

_____   _____
                    Name   Date