

# Tech Support Specialist

<b>DEPARTMENT</b>	TAF Education Team
<b>REPORTS TO</b>	TAF Ed Tech PM
<b>SALARY</b>	\$35-45K
<b>POST/CLOSE</b>	OPEN
<b>DATE</b>	
<b>CLASSIFICATION</b>	Exempt/Full Time (40 Hours)
<b>HOURS</b>	Monday - Friday
<b>LOCATION</b>	TAF Academy & Bethaday Community Learning Space (BCLS)

## SUMMARY

Tech Support/Maker Specialist reports directly to the TAF Educational Technology Program Manager and works closely with TAF@Saghalie staff and students. The role is multifaceted with approximately 50% to support hardware and software use at TAF@Saghalie and 50% supporting the Maker Space and engineering programs on campus. This position will support help desk and asset tracking to maximize up-time for users. In addition, this position will support the annual purchase and retirement of hardware. The other task will be focused on maintaining and improving capacity of the Maker Space.

## ESSENTIAL DUTIES & RESPONSIBILITIES

### Help Desk

- Respond timely and courteously to help desk requests
- Communicates clearly to students and teachers, and supports their learning to help themselves
- Understands that there is a limited time for learning to happen and technology needs to be stable and robust

### Asset Tracking Software

- Maintains an accurate accounting of assets
- Documents repairs needed

### Hardware Repair

- Diagnose and repair laptop and desktop issues
- Works with Dell support on warranty issues via chat

### Software

- Learn and troubleshoot various programs quickly
- Assist teachers and students in understanding how to use software
- Install new software as needed

### Networking and User Accounts

- Assist students and teachers with district account issues
- Troubleshoot wireless connectivity issues on campus

### Maker Space Support

- Knowledge of 3D modeling software
- Experience with 3D printers (calibrating, troubleshooting)
- Arduino and/or Raspberry Pi experience

### Lifelong Learner

- Consistently seeks new experiences and opportunities for learning
- Demonstrates deep reflection both verbally and in written form

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## QUALIFICATIONS

- Ability to represent underserved children of color for higher education and professional success.
- Excellent written and oral communication skills with demonstrated ability to speak and write clearly.
- Familiarity working in diverse and multi-cultural and bilingual environments.
- Pass all required criminal and child abuse background checks
- Possess a valid Washington State Driver's license.
- Have personal transportation.

## EDUCATION & EXPERIENCES

- Experience with Microsoft Server and Active Directory
- Ability to diagnose and repair PCs
- Must have demonstrated independent work experience
- History of positive evaluations
- Documented experience and education in computing

## LANGUAGES SKILLS

- Fluency in languages other than English is a plus.

## PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to use hands to handle, or feel, and talk or hear. The employee frequently is required to stand, walk, and reach with hands and arms. The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl.
- The employee must regularly lift and/or move up to 5-10 pounds and frequently lift and/or move up to 75 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

## COMPENSATION AND BENEFITS

TAF offers competitive salaries and comprehensive benefits packages.

### TO APPLY:

Forward resume and cover letter to the Attention of HR at [chrisa@techaccess.org](mailto:chrisa@techaccess.org). For more information visit our website at <http://www.techaccess.org/careers>. No phone calls please.

**TAF complies with the Civil Rights Act of 1964 (Title VII) and Equal Employment Opportunity (EEO) and follows guidelines to select the best qualified person for each position within the organization. No employee or applicant will be discriminated against because of race, creed, color, religion, gender, sexual orientation, national origin, age, or other physical or mental disability.**

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