



Job Title: IT Support Technician

The Metro Schools Information Technology (IT) department supports three K-12 school buildings, as well as our Early College Experiences program, which assists students attending college classes at The Ohio State University and Columbus State Community College. As Metro Schools expands its student and teacher base over the next few years, we are seeking a skilled IT professional to join our team and help support this exciting growth.

Environment:

- Asset Allocation: Apple MacBooks and iPads
- MDM Architecture: JAMF
- Cloud-based Productivity: Google Workspace for Education
- Classrooms: TVs, Projectors, Apple TVs, Microphones/Speakers
- Network: Aruba WIFI and switches; Ubiquity switches
- IT Ticketing System: Zendesk
- Supported Applications: Learning Management Systems, Student Information Systems, Teacher Resource Applications, Communication and Marketing Platforms, Video Surveillance, All-in-one Organizational Management Platform, etc.

Minimum Requirements:

- Able to work independently and collaboratively
- Strong customer service and communication skills
- Strong troubleshooting, problem-solving and multitasking skills
- Utilize the Metro Habits of MIND and WORK
 - Critical Thinker
 - Inquiring Learner
 - Collaborator
 - Communicator
 - Engaged Learner
 - Active and Responsible Decision Maker

Responsibilities:

- Provide customers accurate information and solutions on products and services
- Research, diagnose, troubleshoot and identify solutions to resolve customer issues minimizing downtime
- Utilize excellent customer service skills throughout the problem-solving process explaining solutions and knowledge in non-technical and comprehensible terms



- Properly escalate unresolved queries to the next level of support (track, route and redirect problems to correct resources)
- Ensure proper recording, documentation and closure of technical tickets and issues
- Create and update customer account information based on onboarding / offboarding processes provided
- Operate efficiently to conclude on site installation, repair, maintenance and test activities
- Collaborate and communicate effectively with colleagues, administration, faculty and students
- Prepare end user support documentation and knowledge educating clients on procedures for resolving or preventing recurrence of a technical problems
- Utilize asset management to track equipment
- Perform scheduled maintenance as needed to ensure efficient operations
- Recommend procedure / configuration modifications or improvements
- Preserve and grow knowledge of technology procedures, products, applications and services
- Routinely lift, carry, push or move up to 50 lbs
- Other duties, as assigned

Certifications:

- CompTIA Tech+ (required)
- CompTIA Network+ (preferred)
- Google IT Support Professional (preferred)

Salary:

\$44,000 annual salary (or commensurate with experience)

Interested applicants should email resume and cover letter to employment@themetroschool.org