

JOLIET CATHOLIC ACADEMY

JOB DESCRIPTION

Infrastructure Specialist

GENERAL RESPONSIBILITIES

Configuring and installing hardware and software is the primary job responsibility for the Infrastructure Specialist at Joliet Catholic Academy. They will need to maintain equipment inventory, install software, troubleshoot problems for end users, configure equipment and software assist the Director of Technology. This position requires a diverse skill set, as the responsibilities will evolve depending on our needs.

SPECIFIC AREAS OF RESPONSIBILITY

- Provide support and assistance for all end-user technology at JCA on the Microsoft, Apple, and Google platforms.

Computer Center Operations

- Assistance for teachers/students when classes come to computer labs
- Software installation and updates
- Printer paper supply and use of color printer
- Coordination of repairs (both warranty and out-of-warranty) for all JCA-owned end user technology
- Lab monitor - before school and after school and until teacher/sub/homeroom monitor arrives
- Lab preparation and participation in Step-Up Day and Open House activities
- Last-minute sub for classes working in computer labs when no subs available
- Overall day to day administration of computer center operations

Technical Support (Tier 1)

- Trouble Ticket System manager who: 1) screens and assigns new cases. 2) Leads the resolution process to support all department objectives, e.g., the timely resolution of open trouble ticket cases, etc.
- Software installations on classroom PCs (test beds, teaching aids)
- Trouble shooting and removal of viruses and malicious software

Administrative Tasks

- Create and administer user credentials
- Coordinate with Student Records Coordinator to synchronize student accounts
- Administration of security of student-accessible PCs

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- Administer “image-based” system to expedite installation of required software on JCA-owned computers and devices.
- Manage and maintain the technology equipment and software inventory
- User storage allocation (file quotas) on server
- Equipment loans/setup (projectors, laptop)
- Toner cartridge orders for computer center and other departments

General Areas of Responsibility

- Install and repair hardware/software on desktops and laptops
- Help desk and desktop support
- Support of Technology Plan Initiatives
- On board new hires from creating their accounts to handing over the equipment
- Track hardware/software inventory
- Work on projects like phone system rollout, computer imaging and SSO
- Coordinate with external vendors to get equipment serviced
- Configure hardware and software
- Knowledge of Windows 7/10 and Mobile Device Platforms
- Provide support and assistance to the Director of Technology and the Vice Principal of Curriculum and Technology
- Complete other duties as assigned by the Vice Principal of Curriculum and Technology

Requirements

- Basic knowledge in server computing, networking, phone setup/support and business applications
- BS Degree in Computer Science or similar technical field or at least 2+ years of experience providing IT troubleshooting support
- Self-starter, able to jump in and operate with minimal guidance
- Great communicator – You will be working with all departments
- Ability and desire to learn and properly implement new technology