

**Applications are being accepted for Part-time IT Support
at St. Gabriel Catholic School**

Position	School IT Support
Position to Begin	August 2017
Terms:	Part time
Salary:	Diocesan scale based on experience and qualifications
Qualifications:	Experience handling both Apple and PC platform issues, software and hardware.
Application:	Click here to download an application that can be filled out on line and then submitted
Application & Resume sent to:	Michele Snoke – Principal St. Gabriel Catholic School 3028 Providence Road Charlotte, NC 28211 704-366-2409 mjsnoke@stgabrielschool.net
Additional Information	<p style="text-align: center;">MACS</p> <p style="text-align: center;">School Technology Contact Responsibilities</p> <ol style="list-style-type: none"> 1. Enter support tickets into Auto Task via Internet portal, dashboard, or email. Assign to self or escalate when appropriate. Works each ticket assigned in Auto Task until closed, accounting for time spent troubleshooting on each ticket. 2. Escalate Level II and Level III tickets in Auto Task to diocesan IT personnel responsible for that school. Examples of tickets to escalate; network issues, creating new Active Directory/Exchange/Voice accounts, adding printers to print server, restoring files from backup. 3. Perform basic troubleshooting of computers, peripherals, software, printers, remove viruses and malware from computers install/manage educational technology, iPads, etc. Assist with basic phone troubleshooting. 4. Manage the school's Apple VPP program and FileWave requirements. 5. Administer the school's Google Management console where applicable for Google Apps and/or Chromebook devices. 6. Deploy computers, tablets, etc. to end users. 7. Update computing devices with current releases of Adobe, Java, OSX, iOS, Microsoft OS patches, etc. specifically devices on mobile carts via MDM. 8. Train school personnel on computer and applications. 9. Complete Technology Request Form (EA) for all technology items to be purchased for the school. Scan into PaperSave for approvals. 10. Make recommendations and suggestions for budgeting process.