Job Title:	***Technical Support Clerk***
Reports to:	IT Project Manager
Department:	Campus IT
Location:	On campus, no specific guaranteed
Base:	Non-instructional
FLSA Code:	Non-exempt
Schedule:	12 Months

Tasks:
This position exists to provide an initial point of contact for staff, students, and parents in matters that involve student devices.

Essential job functions listed below:

Technical Support
- Adheres to established technical service standards and procedures.
- Resolves basic malfunctions of student device hardware, software, and services.
- Creates IT Help Desk support tickets for unresolved malfunctions and follows to resolution.
- Assists students with software installations and updates.
- Coordinates loaner devices for students with devices in repair.

Clerical Support
- Adheres to established document management standards and procedures.
- Concludes rental agreements for withdrawing and dismissed students:
  - Including, damage assessments and payment collection from parents.
- Assists with device distribution and collection.
- Answers routine questions from staff, students, and parents.
- Escalates non-routine questions to ITPM or Integration Specialist and sets appointments for face-to-face meetings as needed.

Non-essential job functions:
- Assists Integration Specialist in classrooms upon request.
- Other duties as assigned.

Qualifications:
Candidates must possess a high school diploma and at least one year experience in a public-facing clerical position; basic troubleshooting skills; familiarity with Apple iOS - including App Store and Settings – preferred; excellent organization, self-motivated, and able to handle multiple tasks; strong interpersonal and communication skills; committed to providing exceptional customer service.