Technology Specialist

Overview:

The NYC Leadership Academy (NYCLA) is a nationally-recognized 501(c)(3) nonprofit organization with a clear mission: We build the capacity of educational leaders, at every level of the system, to confront inequities and create the conditions necessary for all students to thrive. We support school and district leaders in using an equity lens to implement a vision, build strong school and district culture, set clear and high expectations, and develop and lead principals and teachers who ensure high-quality instruction and the opportunity for all students to be successful. For us, equity means that children and adults should receive what they each need to achieve their potential, and their race, culture and other characteristics of their identity should not prevent access to opportunities and resources.

Our leadership development, coaching, and support build the capacity of individuals and systems, helping prevent leader turnover and create a bench of strong leaders. In the last 15 years, we have directly supported more than 4,200 leaders in 185 school systems across 33 states who are transforming the learning of 5.5 million students.

Job Summary and Key Attributes:

Assisting and reporting to the Director of IT, the Technology Specialist – will act as a first responder for on-site and remote employees in our consulting organization, supporting Desktop, Mobile Device and Web Conferences while assisting the IT Director with network troubleshooting and managing a variety of technical issues.

He/she must be an adept communicator, adaptable and a skilled problem solver. The ideal candidate for this position thrives in a collaborative work environment, possesses a strong commitment to educational equity and professional growth and is ready, willing and able to engage in dialogues around race to raise organizational awareness and support the building of a racially equitable culture internally and externally.

Responsibilities:

- Performs technical support and troubleshooting activities for on-site and remote staff
- Manages & integrates time to ensure resolution of on-demand issues, longer term projects and IT support priorities within user timelines
- Documents chronic technology issues, concerns and suggestions and brings to the attention of the Director
- Provides WebEx and Adobe connect support
- Participates in racial equity conversations to strengthen and operationalize organizational practices addressing implicit and explicit bias
- Participates in the testing and implementation of hardware/software solutions in network environment related to user or system design specifications.
- Maintains up-to-date knowledge of all IT solutions deployed within the organization
- Provides training to staff on troubleshooting strategies where appropriate
- Participates in departmental and organizational team meetings
- Develops training manuals
- Supports IT system upgrades
- Identifies improvements and efficiencies
- Establishes and maintains a thorough knowledge of NYC Leadership Academy's networking environment
- Creates reports for analysis

Qualifications

- A+ Certification and/or Technology Certificate are required.
- Advanced Level 1 or Level 2
- A minimum of 2 years of previous technology work experience in a non-virtual environment.
- Strong skills specifically in troubleshooting Microsoft Office 2010/2013/365
- Familiarity with using web based conference software, e.g. WebEx, and Adobe Connect
- Focused attention to detail is a must along with the ability to work independently
- Bachelor's Degree or 5 years IT experience
- Basic knowledge of video editing software. i.e. Camtasia or Adobe Premiere" is a plus

Salary & Benefits:

The NYC Leadership Academy offers a competitive salary, commensurate with experience and comprehensive benefits including a generous paid time off (29 days) package and 100% employer funded health/dental/vision plans.

Location:

The NYC Leadership Academy is conveniently located in Long Island City, Queens. Long Island City is located only minutes outside of Manhattan and is easily accessible via seven subway lines (7, E, G, & M), the Long Island Rail Road, numerous bus lines and a ferry landing at Queens West providing service to Midtown, Lower Manhattan and Brooklyn.

Application Instructions:

Qualified candidates may apply by emailing their resume, cover letter with salary requirements and all other applicable information to NYCLA

jobs@nycleadershipacademy.org with (job title (candidate name)) in the subject line.

NYC Leadership Academy is an Equal Opportunity Employer
We believe that diversity within our staff contributes to our team's effectiveness to our overall success.