



## Computer Support Specialist

**About the Education Achievement Authority:** The Education Achievement Authority is a new statewide school system that will assume operation of the lowest performing five percent of schools in the state of Michigan that are not achieving satisfactory results on a redesign plan or that are under an Emergency Manager. It is designed to provide a new, stable, financially responsible set of public schools that create the conditions, supports, tools and resources under which teachers can help students make significant academic gains.

**JOB TITLE: Computer Support Specialist**

**REPORTS TO: IT Manager**

### **SUMMARY of POSITION:**

The candidate selected for this position will be responsible for the day to day management of technology in the EAA schools including Notebooks (HP, ASUS, Apple and Dell), Smartboards, Printers, as well as a variety of Windows system and Office 365 administration tasks, including software and hardware installation/configuration.

### **PRIMARY DUTIES AND RESPONSIBILITIES:**

The successful candidate should be able to lead, assist and provide a range of technological and administrative services to include the following responsibilities:

#### Main Job Tasks and Responsibilities

#### Position Responsibilities:

- Work with School staff to optimize the use of tech in the schools including classroom and cart management, configuration and maintenance
- Track projects and time using Absolute Manage and Absolute Service
- Perform basic network troubleshooting
- Participates in organization's emergency response planning, testing, and implementation.
- Maintains appropriate documentation on procedures, configurations, and equipment inventory.
- Assists in the implementation of security policies & procedures, along with investigation and resolution of security incidents, to ensure a stable and secure computing infrastructure.
- Works closely with outside application developers and/or service providers to support operations and implement new technology solutions to meet the organization's needs.
- Participates in evaluating new academic software projects to determine impacts and configurations.
- Performs other duties and responsibilities related to those described above which do not alter the basic level of responsibility of the position.

### **Additional Skills Desired**

- Apple Systems management (MDM is Absolute Manage)
- Office 365 Administration and Management
- Light Networking
- Application configuration and installation
- Usage of a full support suite preferably Absolute Manage but anything in the Alteris, Systems Center are is a plus
- Scripting, GPO's, AD

### **Qualifications:**

#### Required

- Associates degree in Computer Science or related area or equivalent experience.
- MCSE and A+ certification
- Minimum 3 years of experience with responsibilities involving Windows client installation, configuration, administration, maintenance, and support.
- Good understanding of key network technologies such as DNS, DHCP and networking protocols such as TCP/IP, etc.
- Working knowledge of Microsoft Windows operating systems
- Excellent customer service and communication skills. Ability to work with people of various backgrounds and on all levels of technical knowledge.
- Proven in experience in staff and vendor management, contracts, performance management and work group process management (ITIL - Service Desk and Change Management)
- Strong organizational, analytical and problem-solving skills.

#### Desired

- Apple Ipad and OSx Systems management using an MDM
- Instructional Tech and Instructional Design experience
- Proven hands on experience with VMware, Hyper-V or other virtualization platform.
- Familiar with one or more programming or scripting languages such as PowerShell.

<b>FILING DEADLINE:</b>	Posted until filled
<b>SALARY:</b>	Commensurate with experience
<b>LENGTH OF WORK YEAR:</b>	Twelve (12) Months
<b>EFFECTIVE DATE:</b>	Immediately

**METHOD OF APPLICATION: All interested candidates should submit a letter of application and current resume to:**

Human Resources  
Education Achievement Authority of Michigan  
300 River Place, Suite 3600 Detroit, Michigan 48227  
By Email – [eaajobs@eaaofmichigan.org](mailto:eaajobs@eaaofmichigan.org)

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