



## ***Laptop Coordinator (Helpdesk) Job Description***

**Position Goal:** Provide quality educational technology resources for students and staff through the efficient management and maintenance of DSST's One-to-One program laptop fleet consisting of over 800 laptops and tablets, as well as 50 desktops. Provide quality service and support for computer users and the computer systems on which they rely.

### **This position includes**

- Manage, maintain & document DSST's asset inventory
- Manage and document computer distributions to staff & students
- Processing of warranty and insurance claims of computers
- Software & hardware installation, maintenance, troubleshooting
- Repair and maintenance of Laptops & Tablet PC's
- Working with and managing support vendors
- Knowledge of (and/or the ability to learn quickly) a variety of processes, systems and hardware
- Provide alerts and direction in the detection of viruses and other system wide issues
- Assists in providing and implementing creative solutions for improving school technology infrastructure
- Assist school staff & students to use hardware and software efficiently
- Working with DSST technology staff as needed to support the technology program of DSST
- Assist in providing tech support for students and staff.

### **Additional tasks as needed:**

- Assist with other tech support as needed.
- Work with the DSST staff to provide training of classroom teachers in the effective use of technology to further student learning and enhance the educational and administrative processes of the school.
- May teach intro to computers, including three weeks of Technology Orientation for incoming Freshman.
- May teach computer/technology related electives
- Support DSST in various capacities as needed: may include supervising students, proctoring, and more.

**DSST Public Schools Overview:** In its first five years, DSST has been recognized locally, state-wide, and nationally as a new model for high-performing urban secondary schools.

- DSST was the top performing Denver Public School, high school and middle school, in the 2008-09 year.
- DSST has earned the highest student achievement growth of any high school in the state of Colorado over the last three years.
- 100% of DSST's first three graduating classes were accepted to four-year colleges – the first Denver public high school to accomplish this achievement.
- DSST has been featured in *Newsweek's* "Great American High Schools," *The Denver Post*, and by the U.S. Secretary of Education, Arne Duncan, and Colorado's Lt. Governor as a national exemplar of school reform.

**Working at DSST Public Schools:** Staff who work at DSST can expect:

- **A Culture of High Expectations:** All of DSST's graduates are accepted and go to four-year colleges and they are expected to become our city, state and country's next leaders.
- **Amazing Colleagues:** The DSST team is comprised of highly talented, successful, passionate educators who are committed to educating underserved students.
- **A Supportive Team:** DSST supports each one of its team members both in their professional and personal lives in a highly collaborative environment.
- **Professional Learning:** DSST is a learning organization which supports and challenges each staff member to learn, grow and become better educators daily.
- **Professional Success:** DSST provides everyone on our team the opportunity to succeed at the highest level – inspiring and changing the lives of our students.
- **Leadership Training:** DSST has created a comprehensive leadership development program that helps train aspiring leaders in the organization. Each school director will benefit from this training.

**Qualifications:** DSST seeks candidates who have a demonstrated track record of the following leadership skills and beliefs:

- Documentation skills (database use, Excel, etc.),
- Customer Service ,
- Project management
- Laptop hardware & software troubleshooting and repair
- Windows XP Pro

**Candidate Requirements:**

- Embodies DSST's Core Values (see <http://scienceandtech.org>)
- Embraces DSST's overall goals and approach to learning
- 3 to 5 years of helpdesk or customer support experience.
- Is highly organized, able to handle detailed documentation
- Is detail oriented while able to focus on production
- Is a self-starter & takes initiative
- Is a team player
- Is flexible
- Follows instructions and is willingly fully accountable
- Engages in their own ongoing training and education
- Enjoys people and serving their needs

**Compensation:** DSST Public Schools offers a very competitive salary, comprehensive benefits, and a commitment to continuing professional learning.

**2010-2011 School Year:** The helpdesk staff will begin work in the summer of 2010.

**To Apply:** This is a high expectation, high stress position at a growing nationally recognized, cutting edge 6-12 public charter school. The community is hard working (often more than 50 hours a week) focused, committed and creative. PLEASE ONLY APPLY IF you are excited about this position and committed to high expectations, diversity, our core values and seeing this program succeed. Please apply online at <http://www.scienceandtech.org/jobs/jobs-overview.php>.

*The DSST Public Schools proudly values diversity and is an equal opportunity employer.*