Vacancy Announcement

Position: Technology Integration Support

Supervised By: IT Manager

Objectives: To support the technology and multimedia needs of the school by supporting faculty and staff with technology integration.

Experience: At least 5 (five) years of help desk or support experience in a technology department in a multicultural or multi-national environment. Bachelor's degree in a computer-related field.

Compensation: Salary and benefits will be competitive and commensurate with experience. Overtime Provision if approved by the Head of the Department.
Local Support Staff Salary Scale Grade 6.
Monthly Salary Range: Tk. 75,000 to Tk. 87,000 depending on experience.
239-Day contract, 40 hours/week.

Personal characteristics:
- Customer service focused
- Creative, analytical and proactive problem solver
- Ability to prioritize and take actionable steps to complete all requests
- Positive attitude demonstrating initiative and drive
- Effective leadership and management skills
- Ability to work collaboratively and under pressure
- Maintain a team-orientated environment meeting all deadlines
- Excellent organizational and time management skills
- Committed to continual professional growth
- Works with honesty and integrity
- Excellent English language communicator (both conversational and technical/verbal and written)

Functional competencies:
- Working knowledge of common educational software and hardware. Apps, Multiplatform OS Windows, MAC, Chrome OS, Google Workspace, Microsoft Office, Adobe, Web applications, PowerSchool interface, MAP testing browser installation)
- Working knowledge of multimedia devices and A/V equipments
- Working knowledge of basic coding for robots
- Basic knowledge of database management and UI
- Device related working experience in Apple, Chrome, PC, ipad, Multimedia equipments,
- Apple tv, ChromeCast, Projector, Sound system, etc.
- Basic knowledge in physical and wireless network troubleshooting.
- Minimum IT security and data privacy knowledge.

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Responsibilities:

Support Help Desk
- Share supporting the team with the Help Desk calls
- Provide professional and prompt resolution to all inquiries.
- Document request and provide follow up where necessary
- Maintain, inventory, and update iPads/laptops K-5 and school-owned equipment
- Support team in SIS and Google Admin management
- Provide service for Campus Card/ID
- Make routine repairs and replacement of hardware and assist in installing/updating software
- Troubleshooting with printer, scanner, laptop, etc.

Innovation Technology Support
- Support Maker Space curriculum connections
- Assist teachers in the design thinking process as this applies to robotics.
- Provide assistance to students to write code and program robots
- Support teachers in using 3D printers, VR equipment, iPad apps
- Research trends in coding, robotics, and competitions that can be brought to AISD

Weekend/Outside of Hours Support
- Occasional weekends, beyond regular hours support, will be required to meet emergency and
- Maintenance demands and special events

PHYSICAL REQUIREMENTS (with or without reasonable accommodation):
- Ability to lift up to 80 pounds and working loads of up to 50 pounds.
- Ability to move furniture up and down several flights of stairs.
- Ability to work off a ladder or elevated platform

Interested candidates are requested to send their updated CV with a recent photo by September 1, 2021, to <u>tanima.hasan@aisdhaka.org</u>

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