

<b>Job Title:</b>	<b>Information Systems Specialist</b>	<b>Job Category:</b>	Non-Exempt Hourly
<b>Department/Group:</b>	Technology	<b>Position Type:</b>	Full-Time
<b>Level/Salary Range:</b>	\$13.00 - \$16.00 per hour	<b>Contact:</b>	Brian Ross
<b>Date posted:</b>	July 26, 2019	<b>Posting Expires:</b>	August 2, 2019
<b>External posting URL:</b>	<a href="http://www.bishopkelley.org/about/employment">http://www.bishopkelley.org/about/employment</a>		
<b>Internal posting URL:</b>			
<b>Applications Accepted By:</b>			
<b>FAX OR E-MAIL:</b> (918) 664-2134 or <a href="mailto:bross@bishopkelley.org">bross@bishopkelley.org</a> Subject Line: <b>Attention:</b> Brian Ross		<b>MAIL:</b> Bishop Kelley High School Attn: Brian Ross 3905 S Hudson Ave Tulsa, Oklahoma 74135	
<b>Job Description</b>			
<p><b>ROLE AND RESPONSIBILITIES</b></p> <p>Understands and promotes the mission, standards and policies of the school and policies and procedures of the Technology Office. IS Specialist is responsible for the coordination of help tickets to ensure timely resolution of any IT concerns. Direct areas of responsibility include:</p> <ul style="list-style-type: none"> <li>● As part of the IT Team reviews incoming tickets, accepts incoming level 1 tickets and/or works assigned tickets and follows up to ensure the problem has been resolved.</li> <li>● Effectively document work performed in helpdesk ticketing system</li> <li>● Troubleshoot computers and networking as needed</li> <li>● Works with Windows workstations in a Windows domain</li> <li>● Works with managed Chromebooks as part of the Google Domain.</li> <li>● Troubleshoots printers, projectors and other peripherals</li> <li>● Works with Google for Education domain</li> <li>● Works with Office 365 for Education Products</li> <li>● Works with school information systems on level 1 issues and various other software as needed for the organization</li> <li>● Trains in-house personnel to troubleshoot and resolve minor desktop support issues.</li> <li>● Technology Office functions as directed</li> </ul> <p><b>QUALIFICATIONS AND EDUCATION REQUIREMENTS</b></p> <ul style="list-style-type: none"> <li>● Two years of computer training</li> <li>● Two years of computer helpdesk experience</li> <li>● Any equivalent combination of training and experience, which provides the required knowledge, skills and abilities.</li> </ul> <p><b>PREFERRED SKILLS</b></p> <ul style="list-style-type: none"> <li>● Knowledge in Microsoft Office applications, including Outlook, PowerPoint and other productivity applications within the Microsoft Office suite.</li> <li>● Knowledge of databases.</li> <li>● A+ qualification is a plus.</li> <li>● Effective oral and written communication skills, interpersonal and customer service skills and organizational skills</li> <li>● Knowledge of information systems development and implementation</li> <li>● Knowledge of interactive technology systems, networks, and instructional computing</li> <li>● Ability to train and develop individuals with varying levels of technology knowledge</li> </ul>			