Position: IT Support Technician
Employer: Thompson School District – Loveland/Berthoud

Quick Facts

COMPENSATION: $12.32/hr in year 1

WORK ADDRESS: Various schools within TSD – Loveland and Berthoud, CO

SCHEDULE OVERVIEW: Must be available to work Monday - Friday between 7 AM and 4 PM

Note: TSD Apprentices work a half day, 5 days/week schedule. Students typically attend high school half the day and their apprenticeship half the day.

OTHER PERKS: JOB AVAILABLE ONLY FOR Thompson School District. PERA benefits begin immediately for hired apprentices.

EDUCATION / CREDENTIAL BENEFITS:

This employer has committed to investing a maximum of $4,000 for additional training (either for industry training, credentials, and/or for job-specific college coursework).

START DATE: June 2021 after Apprentice Bootcamp

AGE RESTRICTION: Must be 16 by June 2021

TRANSPORTATION OPTIONS: Transportation is student’s responsibility.

IS A DRUG TEST REQUIRED?: NO

IS A BACKGROUND CHECK REQUIRED?: YES
Who We Are:

Amazing things are happening every day at Thompson School District. Here, it's much more than the 16,000+ students and 2,100 staff members who work together each day. It's also the 11,000 volunteers, business and non-profit partners, and robust community support that makes Thompson so special. Celebrate everything that makes Thompson YOUR school district. Because together, We Are Thompson!

Thompson School District is the 17th largest school district in Colorado, encompassing 362 square miles and serving approximately 16,000 students. The district's territory includes all of Loveland and Berthoud, plus sections of Fort Collins, Windsor, Johnstown and unincorporated land in Larimer, Weld and Boulder counties. TSD serves students in Pre-K through 12th grade with thirteen school-based early childhood programs, a dedicated early childhood building, one K-8 school, eighteen elementary schools, five middle schools, five high schools and two charter schools. Teachers and administrators collaborate with families and community partners to ensure that students are college, career and community ready.

Additionally, Thompson is the largest employer in the Loveland and Berthoud communities. We believe in supporting a highly qualified staff at Thompson School District by offering a wide selection of ongoing professional development opportunities as we strive for a culture of excellence and passion.

STUDENTS OF COLOR STRONGLY ENCOURAGED TO APPLY!

https://www.thompsonschools.org/page/4082

What You Will Do:

ESSENTIAL DUTIES AND RESPONSIBILITIES: include the following. Other duties may be assigned.

- Provide excellent customer service to clients.
- Troubleshoot/support/repair district equipment, operating system software, and network software connected to LAN/WAN and perform basic device maintenance, software updates, and device imaging.
- Travel to and from district school locations in response to service requests.
- Provide tier 1 support to clients regarding technology related problems/questions as well as providing technical advice and basic how-to instruction.
- Provide support to clients via email/service request system, remote tools, telephone, and in person by traveling to multiple district sites on a daily basis.
- Participate in structured technical education for ITS personnel.
- Install computer hardware, software and peripherals. This may involve moving, packing and unpacking equipment from one location to another within a facility or district.
- Maintain communications for technology support by providing appropriate ongoing updates to site staff regarding submitted service requests, ongoing projects, and meetings.
• Monitor and update service requests daily. Notify Technicians I/II/III of any escalated service requests that require attention.
• Assist Technician I/II/III to provide technology configuration options to clients including pricing and information about compatibility, inventory, purchasing, and implementation logistics.
• Perform other duties as assigned.

Learn more about this occupation:


Apply NOW for best opportunity
Create your student profile, upload your resume, and apply for positions:

www.careerwisecolorado.org