



NEW ENGLAND
INNOVATION
ACADEMY

Job Title: IT Help Desk Technician (Tier 1)
Department: Information Technology and Systems
Reports To: Chief Financial Officer
FLSA Status: Exempt

Position Summary

New England Innovation Academy (NEIA) is seeking a customer-service-oriented and technically skilled IT Help Desk Technician to provide first-level technology support to faculty, staff, students, and administrators. The ideal candidate is a proactive problem-solver who enjoys helping others and thrives in a dynamic educational environment.

The IT Help Desk Technician serves as the first point of contact for technology-related issues and is responsible for troubleshooting hardware, software, network, and account-related problems while ensuring excellent customer service and timely resolution of support requests. This position plays a critical role in supporting the school's educational mission by maintaining reliable technology services across academic, administrative, and residential operations. This position is full time, 12 month, benefits eligible position.

NEIA employees are expected to embody NEIA's principles of empathy, equity, personalization, authentic work, and collaboration in all work activities and actions.

Essential Duties and Responsibilities include, but are not limited to, the following:

Help Desk Support

- Serve as the first point of contact for all IT support requests submitted via ticketing system, email, phone, or walk-in requests.
- Provide technical support to faculty, staff, students, and administrators for hardware, software, and network-related issues.
- Diagnose and troubleshoot desktop, laptop, printer, projector, and peripheral issues.
- Resolve password resets, account lockouts, and user access issues.

Hardware and Device Management

- Set up, deploy, image, and configure Windows and Mac computers.
- Assist with onboarding and offboarding technology processes for employees and students.

- Maintain inventory of computers, accessories, and technology assets.
- Perform routine maintenance, updates, and equipment replacements.
- Assist with mobile device management (MDM) and device enrollment processes.

Software and Systems Support

- Support Google Workspace, Microsoft applications and other educational technology platforms.
- Assist users with email, calendars, file storage, and collaboration tools.
- Install, configure, and update software applications and operating systems.
- Maintain user accounts and permissions across various systems.

Classroom and Campus Technology Support

- Support classroom technology, including interactive displays, projectors, audiovisual systems, and printers.
- Provide technical assistance during school events, meetings, presentations, and special programs.
- Assist with troubleshooting Wi-Fi connectivity and network access issues.
- Support residential and common area technology as needed.

Documentation and Process Improvement

- Document support requests, resolutions, and recurring issues within the help desk ticketing system.
- Create and maintain end-user documentation and knowledge base articles.
- Recommend process improvements to enhance user experience and operational efficiency.
- Assist in developing and maintaining IT policies, procedures, and standards.

Cybersecurity and Compliance

- Follow established cybersecurity practices and data privacy requirements.
- Assist with user security awareness and best practices.
- Manage suspicious activity, phishing attempts, and potential security incidents promptly.
- Support software patching and endpoint security initiatives.

Supervisory Responsibilities: The IT Help Desk Technician does not supervise other employees at NEIA.

Salary Range: The salary range for this position is \$60,000 – \$70,000 on a full-time basis.

Education and/or Experience

- Associate's degree in Information Technology, Computer Science, or a related field, or equivalent work experience.
- Minimum of 1-2 years of experience in a help desk, technical support, or customer service role.
- Experience supporting Windows and macOS operating systems.
- Working knowledge of Google Workspace.
- Basic understanding of networking concepts, including Wi-Fi, TCP/IP, printers, and VPN connectivity.
- Strong troubleshooting and problem-solving abilities.
- Excellent interpersonal, communication, and customer service skills.
- Ability to prioritize tasks and manage multiple requests in a fast-paced environment.

Preferred Qualifications

- Experience working in a K-12 school environment.
- Experience with Apple School Manager and Mobile Device Management (MDM) solutions.
- Familiarity with educational software platforms and student information systems.
- Experience with audiovisual and classroom technology.
- Industry certifications such as:
 - CompTIA A+
 - CompTIA Network+
 - Google IT Support Professional Certificate

Qualifications

- Exceptional customer service orientation
- Strong organizational skills and attention to detail
- Ability to work independently and collaboratively
- Initiative and willingness to learn new technologies
- Professionalism and discretion when handling confidential information
- Flexibility and adaptability in a dynamic school environment

Work Schedule

This is a full-time, on-campus position. Occasional evening and weekend work may be required to support school events, technology deployments, and emergency situations.

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Stand/sit for long periods of time.

- Occasionally moves small/medium sized items that may weigh up to 40 pounds.
- Ability to walk between buildings and classrooms and work under desks or in technology closets as needed.
- Ability to stand, sit, bend, and move around classrooms and office spaces for extended periods.
- Bend, lift, push, kneel, crouch, crawl, stoop.
- Capable of moving around and adapting to frequent changes in position throughout the workday.
- Must possess the physical stamina, agility, and mobility required to rapidly and independently navigate a multi-building, multi-story campus environment.
- Hearing and speaking to understand and exchange information in person or on the telephone.
- Speak clearly, so listeners understand.
- Use hands and fingers for manipulation, and use computer keyboard, educational tools, play equipment, and perform first aid and CPR.
- Specific vision abilities required include close vision, distance vision, color vision, and depth perception.

* * *

Nothing in this job description restricts NEIA's right to assign or reassign duties and responsibilities to this position at any time.

Interested candidates are asked to send a cover letter and resume to careers@neiacademy.org with the subject: IT Help Desk Technician

We are unable to respond to phone or email inquiries. To learn more about New England Innovation Academy, please visit our website: <https://neiacademy.org>