



Technology Specialist II

Gateway Public Schools, San Francisco, CA 94115

JOB DESCRIPTION:

Gateway Public Schools is seeking a Technology Specialist II to provide technical support, coordinate workshop use and provide website maintenance at Gateway High School and Gateway Middle School, public charter schools in San Francisco.

The ideal candidate for this position will be someone with excellent communication and social skills to provide our diverse group of faculty and staff members with professional & proficient in-person support. Previous employment in an education or non-profit organization is preferred.

You will be a member of Gateway's Strategic Team to: 1) provide technical and A/V support to faculty and staff members at our two nearby schools, 2) coordinate the use of our 4000 sq. ft multi-use meeting/ workshop space, and 3) maintain the backend of the school's two websites. The approximate percentage of each of these distinct roles over the course of a school year is 75% technical support/ managing related systems, 15% workshop coordination and 10% website support. When you are onsite at our Middle School, you will offer support as a liaison of the Operations Team (based at the High School) to streamline the team's support of Middle School administrators. This multifaceted role is indicative of working at a public school/ non-profit organization, so applicants must be capable of balancing their time, prioritizing tasks and have well-rounded technical and interpersonal skills.

The Technology Specialist supports end-users, maintains associated equipment and systems, provides training to faculty, and works toward improving Gateway's technology systems and positive impact. This position is a full-time role, and reports to the Director of Technology. Including the Technology Director and our Data & Reporting Manager, the Technology Specialist is a member of a 3-person tech team within the Operations Department of a charter management org (i.e. the Strategic Team).

The ideal candidate must be able to demonstrate technical competency and management of macOS, iOS and Chrome OS, network technologies, and content management systems. They should possess strong organization and communication skills, be detail oriented and able to address problems professionally in a fast paced environment. Ability to learn quickly, research effectively and juggle multiple priorities is crucial. The ideal candidate will possess a balanced combination of technical and interpersonal skills. This is not a remote or desk position, the Technology Specialist will be active, mobile and work directly with faculty, staff, and occasionally, students in grades 6-12. Training and professional development will be provided to increase technical skill as appropriate.

Gateway's tech team is a get-things-done group, and strives to head off problems with proper planning and attention to detail. It is essential that candidates demonstrate initiative in this role and be able to work independently without excessive oversight. We are seeking a motivated team member who is interested in working in the education sector, and who is excited to help support school programs.

This position offers exposure to and growth in various technical disciplines, management of systems and the application and support of technology to enhance student learning by helping teachers better leverage technology in the classroom. There may be future opportunities for you to propose and launch new tech initiatives, train a cadre of student tech assistants, host an after-school tech club or teach a computer or maker class, if you so desire.

RESPONSIBILITIES:

- First response to technical help desk tickets generated by faculty/staff, or as assigned by the Technology Director.
- Provide additional support to faculty/staff who are carrying out tech-intensive projects, including support for rare after-hours events.
- Execute technical projects, as assigned, with close attention to quality, efficiency and demonstrated knowledge.
- *Setup and/or maintain the following hardware and related systems:*
 - Student and faculty/staff computers, tablets and laptop carts
 - Including related software update services and management tools
 - Classroom and auditorium A/V presentation carts and racks (document cameras, digital projectors, speakers, DVD players, Chromecasts, Apple TVs, etc)
 - Mount wireless access points, run network cable and optimize WAP locations based upon radio scans
 - Client network connectivity
 - Workgroup printers, including Google Cloud Print management
 - Audio/video recorders, headsets and other such digital devices

- Hardware inventory database and asset tagging
- Technical FAQs and related documentation on our Employee Intranet
- Coordinate and manage user requests and calendaring for our “Impact Lab” multi-use space, including 1:1 training, and as-needed event support, which may occasionally fall outside of usual working hours.
- Document, promote and oversee norms for best use and arrangement of the Impact Lab spaces. Actively keep spaces organized and work with others to reduce clutter.
- Help to implement and maintain new tools and solutions added to the Impact Lab in the future.
- Monitor two school websites for errors, apply system & security patches, and coordinate with web developer to resolve technical issues and apply system upgrades.
- Facilitate requests from the Impact Lab team with web developer for functionality improvements and feature requests.
- Occasionally assist Facilities and Office Managers with related technology.
- Proactively check in with Middle School admin to see if they require assistance from an Operations Team member.

REQUIREMENTS:

- College graduate of 2yr+ program with relevant technical coursework, or 4-yr without.
- macOS and G-Suite Admin certifications preferred.
- Experience with content management systems and willing to become proficient with Drupal.
- 3-5 years field experience supporting Macs, Chromebooks, iPads and associated management and software update systems, and working in-person with clients to provide technical support.
- Good understanding of wireless networks and willing to learn intricacies.
- Excellent interpersonal, verbal and written communication skills.
- Candidates must be able to move between our separate High School and Middle School campuses to provide support as needed, 2 blocks from each other.
- Must be physically able to lift and move 40lbs, and able to climb a ladder to mount equipment and run network cable.
- Must be able to obtain fingerprint background clearance to work at a school (we’ll refer you to service).
- Available to work 40 hours per week Monday-Friday between the hours of 8am to 4:30pm, with flexibility to provide support for occasional after-hours events. (Compensation for such may be additional pay or reduced working hours during the same week, as you prefer).
- *Important:* see supplemental document for a detailed list of the technology you will be expected to support/ manage.

COMPENSATION & BENEFITS:

- The starting salary for this full time position is commensurate with experience, in the range of 58-65k.
- This position qualifies for an outstanding package of benefits, including: health, dental, vision, life insurance and retirement plans, 6 weeks of paid vacation, paid holiday, sick and personal days, professional development, commuter benefits, flexible spending accounts and student loan reimbursement assistance. On-site parking for a small annual fee.

TO APPLY:

- Please email a brief cover letter addressing your interest in this position, *and specify how your previous experience qualifies you for this position*, along with a detailed resume. **Send to: tech-hiring@gatewaypublicschools.org**
- Have 3 work-related references ready upon request, or include at-hand reference letters when applying (preferred).
- The start date for this job opening is between June 4-11, but we may be flexible depending upon applicant request.
- You may receive an initial screening questionnaire that must be completed as part of your application.
- No phone calls, faxes or unscheduled on-site visits about this job opportunity.

Principals only. Recruiters please don't contact this job poster. Do not contact job poster about other services, products or commercial interests.

Gateway Public Schools
1430 Scott Street
San Francisco, CA 94115

Gateway’s Mission:

Gateway Public Schools supports and challenges all students to discover their unique potential, actively participate in their community, and develop skills and habits to achieve excellence in high school and college.

For more information about Gateway Public Schools and Gateway Impact, please visit our websites at www.gatewaypublicschools.org and www.gatewayimpact.org

ADDENDUM:

*The **Technology Specialist II** will be expected to setup and maintain the following systems. As such, **experience with the following is highly preferred** (as needed, training and support will be provided):*

- All teachers and staff use Mac laptops, with a few Windows OS exceptions.
 - Macs are managed with [Apple Profile Manager](#), [Munki](#) and [Meraki Systems Manager](#) (legacy version).
 - Many teachers own their work computers through a school purchasing program, and we support their use while at the schools, but with less central management.
- Most all student computers are Google Chromebooks or Chromebases, managed by [G-Suite Admin](#) | [Chrome OS management](#) and Meraki Systems Manager. There are also sets of Mac desktops and Mac laptop carts, which are more tightly managed than faculty/staff Macs with Apple Profile Manager, Munki and Meraki Systems Manager.
 - Gateway Middle School: 8 laptop carts, and 1 small desktop lab
 - Gateway High School: 7 laptop carts, 2 full desktop labs and 2 small desktop labs
- Teachers reserve computer carts or full desktop labs for use by their classes with Google Calendar.
- There is a dedicated printer for each laptop cart or desktop lab. [Google Cloud Print](#) is used to manage printers on Chromebook carts or Chromebase labs, others are locally managed.
- There are a few portable tech tubs with iPads for student use, managed by Apple Profile Manager.
- Every classroom has a [mobile A/V presentation cart](#) that includes a digital projector, speakers and DVD player. Most carts also have a Google Chromecast, Apple TV, document camera or iPad.
- [Web Help Desk](#) is used to manage faculty and staff tech support requests, as well as an inventory database.
- The backend of our two websites are separate [Drupal](#) instances ([GPS](#) and [IL](#)). We do contract with a developer group for new features requests, and maintenance issues that we cannot resolve internally. Actual content on the sites is maintained by other staff members. You may be asked to help optimize photos for web posting from time to time.

Other Gateway Profile Info:

- Network connectivity is end-to-end [Cisco-Meraki](#) equipment with cloud based management. Each site has a 1Gb/s fiber internet connection with a site-to-site VPN.
- While Mac file servers are present, they have mostly been replaced by Google Drive.
- Faculty/staff and all students have a school-provided G-Suite account. The student G-Suite domain is separate from the faculty/staff domain.
- The High School building has approx 70 employees including the charter management staff (of which you'd be a member), and 480 students. The Middle School has approx 35 employees, and 308 students.
- The Operations Team includes finance, facilities and technology, and is part of the Strategic Team which supports both schools. Tech staff members include the Tech Director, Data & Reporting Manager, and your role.
- As a 20+ year direct-state-funded charter school, Gateway is independent of San Francisco Unified School District's technology infrastructure, oversight or assistance. We are the second oldest charter school in San Francisco.
- Learn more about Gateway at our websites, noted above.

Your Workstations:

- Your primary workstation is at Gateway Middle School in a shared staff workroom with a dedicated desk and cabinet, with additional tech storage in the network room.

- Your other workstation is at Gateway High School in a workroom within our [Impact Lab](#).
 - Secondary tech workstations at GHS may include a tinker workbench in the student computer lab, our shared staff workroom or the shared table in the main office.
- The two buildings are just over 2 blocks from each other, and paid parking is available at the High School for a small annual fee. 2-hr street parking is around the Middle School. A bike is available to move between buildings, as needed.
 - Unless a support request is urgent (faculty/staff computer or classroom A/V cart down), you shouldn't need to move between buildings more than once per day.
 - Your approximate weekly presence at each site should be around 50/50.