



The Mission of Bluebird Education Network is to be a place where children thrive with families, caregivers, staff, and neighbors engaged in a practice of whole-child education. By teaching and learning from one another, we embrace unique identities and cultivate an atmosphere of love. Our vision is to produce life-long learners, healthy families, and strong neighborhoods.

Bluebird Education Network is the non-profit operator of Patterson Park Public Charter School (PPPCS) and Clay Hill Public Charter School (CHPCS). Our schools are community-founded, driven to academic excellence and devoted to a whole child philosophy in a diverse setting. It is our privilege to serve a diverse community and our responsibility to foster inclusivity. We assert these values as the foundation for nurturing all of our students, realizing our mission, and preparing our students for success in a global society.

This is a part-time position with a work schedule of 20 hours a week.

POSITION SUMMARY

We are looking for an exceptional service oriented Part-Time IT Assistant to join our growing team in Baltimore, Maryland. The Information Technology Assistant provides direct support to the Director of Information Technology with a variety of end user and desk top support as well as the implementation and upgrade of systems and equipment. The Information Technology Assistant is responsible for performing a variety of moderate to complex information technology support duties to ensure technology services are delivered smoothly, efficiently, and with a high level of service.

PRIMARY RESPONSIBILITIES

- Monitor and complete IT Help Desk Tier I tickets related to computer software, hardware, and peripherals.
- Set-up and configure computers, peripherals and user accounts. Assign appropriate security level, passwords, and access. Administer user accounts.
- Monitor, operate, coordinate, and assist staff with the operations of computer hardware, software, and peripherals to achieve desired results.
- Utilize computer equipment, software, and diagnostic tools to perform a broad range of user assistance, job production processing, equipment maintenance and repair and other operations assignments.
- Perform basic troubleshooting, maintenance, and repair of computer equipment. Assist with testing computers and peripherals on network to diagnose hardware and software problems.
- Provide updates to the IT Manager regarding status of projects, technical issues, and user requests
- Provide information to staff, administration, and students on policies, procedures, and services provided



- Adhere to policies, guidelines, and standards for applying procedures correctly. Escalate concerns to IT Manager and/or seek support for complex tasks or as needs arise
- Provide assistance with use of computer hardware, software, and specialized mainframe technology.
- Arrange distribution of output to users, transfer computer files between platforms and maintain records
- Install and repair software, hardware, and peripherals, and test programs
- Maintain accurate data, records and inventory
- Embody and support school mission and values, including commitment to diversity, equity and inclusion
- Assist with additional projects and perform other duties as needed

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED

- Minimum of 1-2 years of experience working in an IT support, administrator, helpdesk or similar role
- Excellent interpersonal skills and service orientation. Ability to work and interact effectively with a diverse population and at all levels
- Basic understanding of IT and practical applications to support school goals and objectives
- Self- directed and self-motivated. Ability to work with minimal supervision and direction
- Strong time management and prioritization skills. Ability to successfully manage tasks and projects with competing priorities and demands
- Professional presentation and demeanor
- Strong verbal and written communication skills. Demonstrated ability to communicate technical matters effectively with people of varying skills and background, including board members, administration, teachers, staff, students, and parents
- Strong problem solving, follow up, and follow-through skills
- Flexibility and adaptability. Ability to respond quickly to changes, priority shifts, and requests

EDUCATION REQUIRED

- High school diploma or GED required. Associates degree in Information Technology, Computer Science, or related field is a plus

TECHNICAL SKILLS REQUIRED

- Experience working with Google Suite and Microsoft Office environment
- Basic knowledge in latest technology for IT systems and management



PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

To perform this job successfully, an individual must be consistently able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required for this position. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

This position involves sitting or standing for extended periods of time. While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to stand; walk; bend knees; sit for extended periods of time; use hands to finger, handle or feel; and reach with hands and arms, and visual acuity to decipher color, accuracy, and neatness of work. This position requires the ability to occasionally lift office products, supplies, and equipment up to 50 pounds.

The above description is not intended to be an exhaustive list of all duties, responsibilities or physical demands associated with this position. Duties and responsibilities and physical demands may change at any time with or without notice.

The noise level in this environment varies at times and may become loud depending on the activity and time of the day.

COMPENSATION & BENEFITS

Bluebird Education Network offers a competitive benefits package, generous paid-time-off, and tuition reimbursement to full-time employees. The target hourly rate for this position is \$17.00-\$19.00.

WORK LOCATION:

The primary work location for this position is in our schools: 27 N. Lakewood Avenue, Baltimore, MD 21224 and 6410 E. Pratt Street, Baltimore, MD 21224 with the expectation that this position spend enough time at both schools to build relationships, understand the culture, and tell the story.

TO APPLY:

We are committed to including individuals with diverse perspectives and experiences in our decision-making processes because it is integral to achieving academic excellence, challenging inequality, and combating biases. We place a special importance on recruiting, hiring, and retaining staff that shares similar racial or ethnic backgrounds or life experiences as our students. We are dedicated to ensuring diversity in our curriculum and in our learning spaces.

To apply for this position please email your resume to Jane Lindenfelser at jane.lindenfelser@bluebirdnet.org. Only complete applications will be reviewed.



EQUAL EMPLOYMENT OPPORTUNITY AND NONDISCRIMINATION NOTICE:

Bluebird Education Network does not discriminate on the basis of race, color, ancestry or national origin, religion, sex, sexual orientation, gender identity, gender expression, marital status, disability, veteran status, genetic information, age, or any other status protected by law in its employment.