



Programs of the Western Pennsylvania School for the Deaf

POSITION TITLE:

Information Technology (IT) Support Specialist (7:30 AM – 3:30 PM M-TH; 7:30 AM – 3:00 PM F)

REPORTS TO:

Supervisor of Information Technology

LOCATION:

Western Pennsylvania School for the Deaf
300 E Swissvale Ave
Pittsburgh, PA 15218

POSITION OPENING:

ASAP

JOB DESCRIPTION:

This is a full-time, technical position. Responsibilities include:

- Completing requests for computer assistance, repairs, training, etc
- Resolving all issues co-workers have with their IT systems and software
- Educating co-workers about network security and best practices for computer usage
- Installing new software and hardware components
- Assist with managing the Google environment
- Assisting with network administration tasks
- Assisting data storage is safe and secure
- Supporting the day-to-day operations of our computer network
- Occasional travel to support remote campuses

MINIMUM QUALIFICATIONS:

Minimum of an Associate's Degree or equivalent certification in an Information Technology (IT) related discipline. Bachelor's Degree in IT-related discipline is preferred. Must be able to perform basic troubleshooting tasks in both MAC, PC, and Chromebook platforms, and be skilled in completing repairs and maintenance service to computer and other technology equipment. Must have a working knowledge of Windows environment. Must have a working knowledge in hardware and software maintenance, Active Directory, and Group Policy Objects. Some knowledge in networking concepts such as VLANs, subnetting, firewall and content filter management is preferred. A valid driver's license is required.

SIGNING REQUIREMENTS:

The Sign Language Proficiency Interview for the position is "Intermediate." The minimum level accepted at hire is "No Functional Skills."

CLEARANCES REQUIRED:

PA Criminal Background, PA Child Abuse, and FBI Clearance required.

APPLICATION PROCEDURE:

Send letter of application and resume to:

Lauren Hayes
Director of Human Resources
Western Pennsylvania School for the Deaf
300 East Swissvale Avenue
Pittsburgh, Pennsylvania 15218
lhayes@wpsd.org

It is the policy of the Western Pennsylvania School for the Deaf not to discriminate in its programs, education, employment and all other activities on the basis of race, color, national origin, ancestry, sex, age, creed, religion, disability, gender identification or sexual orientation. Any complaints of discrimination should be directed to the Director of Human Resources.

