



YouthBuild Philadelphia Charter School
1231 N. Broad St., 3rd Floor
Philadelphia PA 19122
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IT Help Desk Specialist

Part-Time Temporary Contract

Reports To: Director of Information Technology

Supervisory Responsibilities: No

YouthBuild Philadelphia Charter School

Location: [Philadelphia, Pennsylvania](#)

Mission

YouthBuild Philadelphia Charter School's mission is to empower young adults (18-20 year-olds) to develop skills and connect to opportunities by fostering an environment of love, support, and respect for their whole person. Students graduate high school and successfully transition to college and career as critically conscious leaders, committed to positive change for themselves and their communities.

Vision

YouthBuild Philadelphia Charter School provides an outstanding alternative education that activates the capacity of all students to learn, achieve and grow. YBPCS will be recognized as a model of authentic experiential learning, not only among programs serving out-of-school youth, but also among all high-achieving schools and youth programs in the country.

High expectations, a nurturing climate, personalized culture and rigorous real world learning experiences ensures that graduates are poised for life-long learning and career advancement. It is our vision that YouthBuild graduates will emerge as highly accomplished, self-sufficient,

self aware and socially conscious citizens. Graduates will be energized about their futures and build support networks for their personal, social and emotional health and well-being.

YouthBuild Philadelphia Charter School will maximize its capacity to engage each student's passion, tap into his or her individual potential and provide him or her with real opportunities for personal and professional transformation.

Values

YBPCS' values are deeply held and come from a love of humanity and a perspective that views each student as a community asset. The programs three core values - **respect, excellence and perseverance** – are reinforced through all aspects of the program.

Impact Statement

Young people in Philadelphia who are disconnected will build skills and access resources and opportunities to achieve *economic stability* and *personal development*, and become *critically conscious* leaders within their communities.

Job Summary:

The IT Help Desk Specialist will provide technical support to users in an efficient and accurate manner. The successful candidate will be responsible for triage and management of support calls, installation and maintenance tasks. A key quality to success in this position will be to have a “can do” attitude while supporting the company's IT infrastructure.

Responsibilities and Duties:

- Provide technical support to end users on computer hardware and software.
- Install, troubleshoot, and patch software on computers systems.
- Perform installations, modifications, and repairs on computers and related devices.
- Support for network communications and infrastructure.
- Document, track, and monitor problems to ensure timely resolution.
- May perform routine system administration activities such as adding/modifying/removing user access, installing upgrades and patches, maintaining backups and restores, running scheduled processes, etc.
- May provide basic database administration and configuration.
- May perform minor programming.
- Conduct PC imaging and asset inventory management.
- Work with Google Apps for Education and related products.

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- Soliciting donations for IT equipment.
- Ensure IT controls are in place and effective to satisfy internal and external regulations.
- Other duties as assigned by the Network Administrator or Supervisor.
- Implement and maintain new technical initiatives.

Qualifications:

- Education: BS Degree in Computer Science or Management Information Systems preferred, or equivalent work experience.
- Minimum of 2 year of IT Support experience working with Microsoft, Google, and PC Hardware.
- Ability to manage multiple tasks with aggressive timelines; highly organized with the ability to prioritize in a fast-paced environment.
- BS Degree in Computer Science or Management Information Systems preferred, or equivalent work experience.
- A+ or Net+ Certification preferred, but not required.
- Good written/verbal communication skills and customer relations skills.
- Installation, configuration and maintaining experience in a business network.
- Windows PC hardware knowledge, basic setup, cabling, and testing.
- Google Suite Experience in the Enterprise environment with Domains and Networks. (e.g. Windows, Office, Gmail, Active Directory, Group Policies).

Common Competencies

- Mission driven to work with YB's student body
- Intermediate to advanced Microsoft Office skills
- Intermediate to advanced Google Suite skills
- Commitment to social justice
- Demonstrated values that align to restorative practices
- Willingness to prioritize data collection, analysis, and sharing
- Willingness to reflect on impact data and incorporate that information into routine decision-making

How to apply: Send your cover letter, resume and salary expectations via email to Human Resources at careers@youthbuildphilly.org with subject line "Contract Help Desk Specialist"

This job description in no way states or implies that these are the only duties to be performed by this employee..

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All qualified candidates will receive consideration for contracting without regard to their race, religion, ancestry, national origin, sex, sexual orientation, gender identity or expression, age, disability, marital status, medical condition, veteran status or any other basis as protected by federal, state, or local law.

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