



PAUL PUBLIC CHARTER SCHOOL

Technology Associate

Mission:

The mission of Paul Public Charter School is to educate our students and to develop in them the capacity to be responsible citizens, independent thinkers, and leaders. Paul PCS, located in Northwest Washington, DC, serves students in middle and high school and is the home of the “M.E.R.I.T. Scholars” (motivated, educated, responsible, independent thinker). Beginning in the middle grades, MERIT Scholars experience a rigorous academic curriculum, coupled with arts and athletic opportunities to develop a firm foundation to eventually enter our college preparatory program at Paul International High School.

Position Overview: The Technology Associate serves as the primary Tier 1 support technician for Paul PCS, under the supervision of the Assistant IT Manager and reporting to the Technology Manager. This role is responsible for delivering prompt, professional technical support to students, staff, and school operations in accordance with department procedures.

The ideal candidate brings strong customer service skills, attention to detail, and a commitment to keeping technology systems running smoothly in support of teaching and learning.

Primary Responsibilities:

- Serve as the first point of contact for technical support requests from students and staff
- Manage help desk tickets — documenting, updating, and resolving issues in line with service standards
- Troubleshoot hardware, software, account access, printing, networking, and classroom technology issues
- Escalate unresolved issues in accordance with established escalation procedures
- Install, configure, and upgrade operating systems, applications, and devices as directed
- Support device deployment, collection, and annual technology refresh cycles
- Maintain accurate asset records, inventory documentation, service logs, and assist with device tracking, loss prevention, and asset audits
- Perform diagnostics and repairs on Chromebooks, Apple devices, and other supported equipment
- Meet repair and ticket completion goals set by the Technology Department
- Assist with user account provisioning, password resets, and access management
- Provide audio/visual support for school events, meetings, and presentations
- Support users on Microsoft 365, Google Workspace, and approved instructional platforms
- Monitor and report recurring technical issues and improvement opportunities to department leadership
- Work collaboratively within the Technology Team to ensure timely completion of support requests and projects
- Adhere to all department policies, security standards, and acceptable use requirements, and participate in ongoing training and professional development initiatives
- Perform other duties as assigned

Core Requisites

- Associate degree in Information Technology, Computer Science, or a related field preferred; equivalent experience considered
- Demonstrate the ability to follow verbal and written instructions accurately when completing assigned tasks and projects
- Minimum 1 year of help desk, technical support, customer service, or technology troubleshooting experience
- Proficiency with OS X, Windows, ChromeOS, Google Workspace, and Microsoft 365
- Experience repairing and supporting laptops, Chromebooks, and peripherals
- Familiarity with ticketing systems and service desk operations
- A+ Certification preferred; Network+ is a plus
- Strong verbal and written communication skills



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- Highly organized with strong attention to detail
- Able to prioritize tasks and perform effectively in a fast-paced environment
- Comfortable working with diverse groups of students, faculty, staff, and administrators
- Service-oriented mindset with a solution-focused approach to problem solving
- Willingness to learn new technologies and processes

We offer:

Competitive salaries, an innovative work environment, and an opportunity to rethink school as we know it and change the lives of our students. This is a 12-month position.