Information Technology Specialist

Overview:
The Leadership Academy is a nationally recognized nonprofit organization with a clear mission: to build the capacity of educational leaders, at every level of the system, to confront inequities and create the conditions necessary for all students to thrive. From our genesis as a "disruptor" organization working to bring more women and people of color into the principal ranks through to today, we remain committed to developing leaders with the will and skill to accelerate learning for students who have been disproportionately failed by our nation's schools, specifically students of color, multilingual students, students with special needs and those living in low-income communities. Since 2003, we have worked with thousands of leaders in more than 200 school systems across 37 states, Washington, D.C., and two countries.

The Leadership Academy actively strives to be an equitable organization with a set of core values and expectations that support our everyday efforts to decenter dominant culture and create an inclusive environment for every staff member especially our Asian, Black, Indigenous, Latinx, and other People of Color staff in clear and transparent ways.

Job Summary:
The IT Specialist acts as a first responder for computer and mobile device issues, provides logistical and technical support for virtual and in person conferences, and assists the Senior Director of IT in network troubleshooting and addressing other technical issues. The IT Specialist is an adept communicator and a skilled problem solver. They thrive in a collaborative work environment, possess a strong commitment to educational equity and are ready, willing, and able to engage in conversations about race to raise organizational awareness and support the building of an equitable and inclusive organizational culture.

Duties/Responsibilities:
- Ensures proper function and maintenance of hardware and software for on-site and remote staff.
- Provides technical, AV and logistical support during in-person and virtual sessions and conferences.
- Supports IT system upgrades; Participates in the testing and implementation of hardware/software solutions in network environment related to user or system design specifications in house and remotely.
- Develops training manuals, media, and courses to build the capacity of staff to use available technology.
- Tracks and documents chronic technology issues, status reports, concerns, and suggestions to inform departmental planning and priorities
- Contributes to continuous improvement initiatives by playing a key role on cross-org teams working to refresh and/or revise processes such as time keeping, equity resource archives and resource allocation, onboarding, etc.
- Participates on the Knowledge Management Team to assist with the oversight, organization and dissemination of curricular material and other teaching resources created and used by staff
- Responsible for the complete end-to-end coding of Canvas, direct HTML website projects.
- Supports timesheet management system.
- Takes initiative and time to attend training used to further improve on necessary skills that enhance support
- Is available on-site for IT support as needed and as specified by his/her supervisor
- Triages necessary IT issues, prioritizes staff emergencies, in consultation with his/her supervisor

Desired Skills:
- Strong skills specifically in troubleshooting Microsoft Office
- Familiarity with using conference software, e.g. Zoom
- Familiarity with Apple devices/eco systems (iPhone/iPad/Mac)
- Basic knowledge of video editing software. i.e. Camtasia or Adobe Premiere"

- Intermediate level of design concept used when creating both internal and external media/documentation. Video and Audio editing software. I.e. Logic Pro, Garage Band, Studio One, Adobe Premiere, Camtasia
- High level of time management/task prioritization

Qualifications:
- A+ Certification and/or Technology Certificate
- Level 1 proficiency
- A minimum of 2 years of previous technology work experience in a non-virtual environment

Salary & Benefits:
The starting salary range for this position will be **$64,000-$67,000** with comprehensive benefits including a generous paid time off package and employer-funded health/dental/vision plans.

Location:
Though The Leadership Academy is conveniently headquartered in Long Island City, Queens, New York. This role requires you to live in the New York City area.

Application Instructions:
To apply, please email your resume, cover letter with salary requirements, and all other applicable information to jobs@leadershipacademy.org with the job title and your name in the subject line.

We prioritize finding the best candidates, whom we know do not always come from traditional backgrounds. If you are interested in this position but do not meet all the listed qualifications, please still apply. If you have questions about your qualifications, feel free to contact us to discuss your application.

The Leadership Academy is an Equal Opportunity Employer
We believe that diversity within our staff contributes to our team's effectiveness to our overall success.