



REVERE PUBLIC SCHOOLS

POSITION: **DESKTOP SUPPORT SPECIALIST**

TO APPLY: <https://www.schoolspring.com/jobdetail?jobId=5310047>

FOR QUESTIONS: hr@reverek12.org

The Desktop Support Specialist provides technical assistance to staff and students regarding computer hardware, software, network issues, and technology within the building.

Reports to Director of Information Technology, and works closely with the Building Principal

Duties include but are not limited to the following. Additions and modifications to these representative duties and responsibilities are under the purview of the Superintendent of Schools and the Director of Information Technology.

- Respond to and resolve help desk tickets in person, by phone, or via remote tools.
- Provide Tier 1 and Tier 2 technical support for desktop systems, laptops, mobile devices, and printers.
- Daily antivirus log review and address all anomalies.
- Run and terminate cabling in a limited fashion (not on a large scale).
- Collaborate with and support peers in the department and contribute to a cohesive work environment.
- Image PCs and build template images.
- Install, configure, and maintain Windows and macOS operating systems.
- Set up and deploy new workstations, laptops, and peripheral devices.
- Troubleshoot hardware issues (monitors, keyboards, drives, etc.) and perform minor repairs or coordinate with vendors for service.
- Manage user accounts, permissions, and access using Active Directory and Google Workspace for Education.
- Ensure timely updates, patches, and security configurations on all supported devices.
- Support basic network connectivity issues (Wi-Fi, LAN, VPN, DNS, etc.).
- Maintain documentation for systems, configurations, and troubleshooting procedures.
- Assist with inventory tracking and lifecycle management of IT assets.
- Educate users on best practices for security, file storage, and efficient technology use.
- Collaborate with IT team on projects and escalated issues.

Qualifications

- Minimum of 2 years experience in a desktop support or technical support role.
- Minimum High School Diploma, GED or equivalent.
- Strong knowledge of Windows 10/11, macOS, Microsoft Office, and use of remote support tools.
- Basic understanding of networking concepts (TCP/IP, DHCP, DNS).
- Effective written and verbal communication skills.
- Ability to prioritize and handle multiple tasks independently.

- Remains poised, persistent, and solution-oriented in the face of unexpected challenges
- Outstanding interpersonal skills, cultural sensitivity, and respect for others.
- Superior Customer Service instincts, fielding phone, email and in person inquiries.
- Demonstrated discretion and confidentiality.
- Highly organized, detail oriented, independent, proactive problem solver, consistent initiative and follow through.
- Have a willingness to learn new and different tasks, software and approaches to improve efficiency and effectiveness.

Preferred candidates will

- Have a Bachelor's Degree and/or Relevant System Certification(s)
- Have experience with Ivanti Endpoint manager
- Have experience with Ivanti Patch and Compliance

SCHEDULE & COLLECTIVE BARGAINING UNIT

This is an employment-at-will position, not subject to collective bargaining. Current schedule is 40 hours per week for 52 weeks per year, generally 7:30 a.m. – 4:00 p.m. daily, including 1/2 hour unpaid lunch.