Organization: Education Resource Strategies

Education Resource Strategies is a non-profit strategy consulting firm dedicated to helping large urban public school systems organize talent, time, and money to create great schools at scale. Our mission is to transform urban education by helping leaders at the federal, state, and local level strategically use resources to dramatically improve teaching and learning. We (1) analyze district spending, human resources, school organization and performance data (2) collaborate with leaders of large urban school districts to rethink the use of resources to improve student performance (3) leverage resource analysis to design new ways to allocate and organize resources at the district and school level. ERS has partnered with more than 20 school districts, including 13 of the nation's 100 largest. In addition to deep district consulting engagements, ERS strives through our non-profit mission to be a catalyst for school system improvement through participation in education reform networks, broad dissemination of our findings, and the development of tools practitioners can use to create change in their districts.

Job Description: Technology Team Analyst

The Technology Team Analyst will provide top-notch IT technical support services to ERS team members. ERS is a small organization with a strong professional learning community, as such, we place teamwork, initiative, and a desire to learn at a premium. The ideal Technology Analyst will have strong technical aptitude, solid problem-solving skills, and the ability to function effectively as part of a collaborative team. He/she must possesses excellent verbal and written communication and interpersonal skills, as well as the ability to deal professionally and effectively (particularly by telephone) with the Technology Team and management, both local and remote.

The three main areas of responsibility will include (1) maintenance of the company's technology infrastructure, (2) supporting the implementation of web-related tools, (3) specialized software tools.

Responsibilities include:

- Ensuring regular on-site and off-site backups of laptops and servers
- New hire training and orientation
- Ensuring ERS team members needs are met for supported IT software and hardware
- Maintaining the ERS computer asset inventory
- Supporting ERS other teams' use of specialized software tools (e.g., use of the SharePoint-based intranet site, Customer Relationship Management tools, creating web analytics summaries)
- Taking ownership of all problems from start to finish, including tracking resolution through other teams

Qualifications:

- Bachelor's degree or equivalent experience
- Strong technical aptitude
- Excellent customer service skills
- Expertise in one of more standard software packages (Word, Excel, PowerPoint, Access) and general knowledge of the rest
- Experience with Windows 7, Mac OS X, VPN, Mobile support and trouble-shooting mobile devices.
- Excellent written and oral communication skills.
- Interest in education reform is a plus.

Contact: Interested in becoming the Technology Team Analyst at ERS? Please submit your resume and cover letter to Julie Derderian: jderderian@erstrategies.org.