



HENRY FORD
LEARNING INSTITUTE
CREATING PUBLIC SCHOOLS
IN PUBLIC SPACES

Position Opening: IT Help Desk

To support the creation of a national network of small public charter schools, the Henry Ford Learning Institute (HFLI), a nonprofit organization, seeks a skilled IT professional to support the central organization and school Help Desk. This is a new position necessitated by the growth and launch of new schools in communities across the U.S. With funding from Ford Motor Company Fund, the Bill & Melinda Gates Foundation, and the W. K. Kellogg Foundation, HFLI develops and supports schools in multiple states based on the Henry Ford Academy Model first developed in Dearborn Michigan in 1997. Schools are organized in partnership with cultural, community, corporate, and higher education organizations.

This IT Help Desk position requires an absolute dedication to and belief in the unlimited potential of all students.

Essential Functions:

- Monitor phone queues
- Monitor ticket queues
- Ticket Evaluations
- Call Evaluations
- Prioritize phone and ticket requests for help
- Diagnose and correct basic and intermediate level computer issues
- Guide HFLI and school staff through early-stage troubleshooting via phone and email
- Consistently follow-up on commitments to fixes
- Ensure that quick, courteous service is provided
- Handle escalated issues from employees by engaging Associate Director of IT and vendors at ADIT direction to resolve issues with minimum interruption to end customers
- Provide on-site tech support and knowledge transfer/training to HFLI staff
- Train HFLI staff on uses of technology (Apple laptops, iPhones, office printers, scanners, etc)
- Manage HFLI office copiers, land line and cell phone accounts
- Ensure that network data backup procedures are in place and working

Additional Responsibilities:

- Understand concepts and business imperatives of the company
- Provide input in the development and execution of HFLI's support strategy
- Build, manage, and maintain strategic and tactical relationships with project management, development, and infrastructure staff at HFLI and schools to identify solutions to customers' needs
- Identify operational improvements
- Maintain awareness of help desk industry trends and implement best practices based on those findings.

Qualifications/Requirements:

- 3+ years of proven Macintosh help desk experience in educational and non-profit environment with geographically diverse clients; expertise with PCs helpful, willingness to learn required
- PowerSchool experience extremely helpful, willingness to learn required
- Bachelor's Degree
- Experience in managing complex projects and daily tasks
- Networking experience including IP configurations, client server set-ups, remote support
- Ability to communicate with all levels of organization
- Must possess a positive, progressive attitude with a willingness to learn and coach
- Excellent customer service skills
- Willingness to take responsibility to ensure issues are resolved
- Team player
- Possess and use critical thinking skills
- Professional customer service skills
- Excellent phone and email etiquette

Skills and Attributes:

- Relentless worker with proven ability to communicate clearly, work quickly, perform at a high level under pressure, and work efficiently as both a team member and as a leader
- High degree of resourcefulness and problem solving ability
- Strong communication skills (verbal and written)
- Experience in and enthusiasm for working in an entrepreneurial environment
- Strong interest in being part of a team committed to ensuring that all kids have access to a high quality public education

Other Details:

Reports to: HFLI Staff
Location: Dearborn, Michigan
Hiring Timeline: Immediate need and open until filled
Travel: Willingness to travel in and out of state
Other: Flexible work environment
Compensation: Competitive compensation and benefits package provided

Interested candidates are asked to immediately submit a cover letter and resume to Denise Taylor, Administrative Manager at jobs@hfli.org

No phone calls accepted.