



Kansas State School for the Blind

1100 State Ave.
Kansas City, KS 66102
913-305-3015
www.kssb.net

**** JOB OPENING ANNOUNCEMENT ****

POSITION TITLE: Education Program Tech
SALARY: \$23.50 an hour - \$35.00 an hour, dependent on qualifications; Excellent benefits.
LOCATION: Kansas City, Kansas
EMPLOYMENT DATE: Open Until Filled
SCHEDULE: 8:00 am - 4:00 pm; Monday - Friday, 12-month position

JOB DESCRIPTION: (Detailed Position Description provided upon request)

This position is at the Kansas State School for the Blind (KSSB) campus and provides technical support to users by researching and answering questions, troubleshooting issues, completing assigned tickets, and instructions conveyed by the manager or senior management. Additionally, this role requires an agile mindset with the ability to learn quickly, prioritize issues, and the ability to remain calm and professional at all times.

ESSENTIAL JOB FUNCTIONS:

- Install, maintain, and repair technology solutions necessary for delivering a successful educational program including specialized Assistive Technology (AT) and adaptations for students at the Kansas State School for the Blind.
- Troubleshoot, diagnose and replace defective components of technology solutions.
- Answer user inquiries regarding routine operation of technology solutions to resolve problems.
- Engage in collaborative projects in the region to improve technology solutions for the agency, including assisting with network performance and stability.
- Maintain records of daily troubleshooting and remedial activities using an agency-wide ticket tracking system.
- Interact with users regularly to identify and mitigate potential problems in any technology solutions early.
- Confer with users and management to establish requirements for new technology solutions or modifications, including but not limited to providing training to users, and obtaining professional development training on an on-going basis.
- Perform other duties as assigned.
- Participate in a standby rotation schedule to provide after-hours emergency support, outside of the normal work schedule and is not a percentage of the normal work week. Under normal circumstances, the employee in this position is on standby for one full week (7 days) at a time. Frequency of the standby rotation is dependent on the number of qualified staff available

Attend all required meetings; use appropriate communication and interpersonal skills.

MINIMUM REQUIREMENTS: High school diploma or G.E.D. Diverse knowledge of general Information Technology concepts and procedures. Ability to install, configure, maintain, and repair a variety of technology solutions including hardware, software, and peripherals. Having a “dig in and figure it out” attitude!

PREFERRED REQUIREMENTS: One year of experience in an Information Technology related position. Education may be substituted for experience at the discretion of the agency. Previous experience in an educational environment is preferred. Experience with Apple devices (MacOS, iOS) and JAMF is preferred.

SPECIAL REQUIREMENTS:

All offers of employment from Kansas State School for the Blind (KSSB) are contingent upon background check results and any applicable workplace references. Background checks are completed via the KS Bureau of Investigation, Backgrounds Plus consents, Kansas Department of Children and Family Services, and Dru Sjodin National Sexual Offender Registry. KSSB may contact previous employers for workplace references. Within 30 days of employment, a tuberculosis test (and any applicable treatment), as well as a health certificate must be completed by a medical provider at the cost of the employee.

A minimum commitment of one year is expected.

APPLICATION: Open Until Filled. For consideration, request an official KSSB application or go to our website at <https://kssb.net/employment/> and apply for KSSB’s review; copies of all college transcripts and licenses will be required.

CONTACT: Human Resource Office
Voice: 913-305-3004
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E-Mail: hr@kssdb.org

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KSD AND KSSB EMBRACE DIVERSITY
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