



**Rocky Mountain SER is looking for caring, nurturing, responsible, and loving individuals to work with our children!**

*Why choose Rocky Mountain SER?*

- *The opportunity to make a difference!*
- *Industry leading benefit package for employees!*
- *Training and continuous learning and development opportunities for staff!*
  - *Children Learn, Play, and Grow with us!*
- *Potential for tuition and credential financial assistance!*
  - *We provide **Education for the Future!***



We are currently seeking driven and energetic **Network Technician** Early Learning Centers in **Denver, Colorado**. This position is regular full time and is are eligible for our generous benefit offerings including medical, dental, vision, matching 401k, and a fantastic paid time off plan!

**POSITION SUMMARY**

This position will assist the IT Services Manager in providing IT services to staff agency wide. Network Technician will work with vendors, and staff to aid in installation and troubleshooting needs; troubleshooting hardware, software and network problems; configuring and installing operating systems; training users; installing and troubleshooting network cable infrastructure; and writing scripts and creating files to enhance operating systems. This position is supervised by the IT Services Manager and works closely with the IT Department to resolve issues presented by staff and confers with the IT Services Manager/IT Team to provide consistent, approved, standardized solutions agency wide. This position works closely with Help Desk staff on items that have been escalated, including documentation of progress and closing out work tickets on the IT ticketing system. This position will assist with maintenance of the computer desktop environment by analyzing the requirements, resolving problems, installing hardware and devices, and installing software. This position will assist in the administration and support of the all company-owned iPads, workstations, smartphones, printers and copiers, land-line/internet phone systems, children's tablets and other technological equipment.

## **DUTIES & RESPONSIBILITIES**

- Facilitates equipment for new employees, including: phones, workstations, mobile devices as needed, email and intranet access, etc.
- Provides technology orientation to new and existing company staff.
- Maintains wireless (Wi-Fi) access and password for the agency.
- Diagnoses wiring problems and resolves them.
- Assists employees of all levels to investigate user problems to identify source and possible solutions, then aids in local testing and implementation of solutions.
- Installs, configures, upgrades, and maintains workstations, tablets, printers, and other hardware and software, resets passwords as necessary.
- Provides regional support for IT Services Manager to maintain site licenses for the agency.
- Analyzes problems and defines solutions for exiting network issues.
- Researches and problem solves to provide technological innovations/solutions to enhance support for agency's IT needs.
- Assists in initial setup of technology to be used by employees and children, at the beginning of each program year.
- Confers with IT Services Manager/IT Team regarding new IT/technological solutions, or updates to provide consistent, approved, standardized IT solutions for agency.
- Assists Help Desk by resolving, closing, and documenting resolution of escalated tickets.

## **EDUCATION & EXPERIENCE**

- High School Diploma or GED certificate plus three (3) to four (4) years of experience in a help desk or related position; or an Associate's degree or comparable technical training plus one (1) to two (2) years of experience in a help desk or related position.

## **SKILL REQUIREMENTS**

- Ability to communicate technical information to nontechnical personnel.
- Ability to install, configure, and maintain computers, tablets, and other related hardware and software.
- Ability to identify and resolve or to escalate computer systems malfunction and operations problems.
- Ability to read computer instruction manuals and comprehend directions.
- Skills in organizing resources and establishing priorities.
- Excellent verbal and written communication skills.
- Ability to learn and support new systems and applications.
- Strong aptitude in OS repairs, virus removal, and troubleshooting.
- Ability to lay telecommunication cables.
- Ability to travel locally and regionally up to 50% of the time.

## **SCREENING REQUIREMENTS**

1. Pre-employment criminal records check is required prior to offer of employment.
2. Criminal Background and finger print clearance, which employees working in licensed facilities must obtain a finger print card for submission to Colorado Bureau of Investigation within 5 days of employment. The cost for the submission to

CBI is the responsibility of Rocky Mtn. SER.

- a. If you have lived in Colorado fewer than 24 months your fingerprints will be sent to the FBI.
  - b. Staff whose background check is not in compliance with the regulations will be terminated.
3. RMSER will submit a request for review of the Central Registry of Child Protection within 10 days of employment.
  4. Must adhere to Child Abuse Registry check and report child abuse/neglect according to agency procedures and the Colorado and Federal Codes related to child abuse registry.
  5. Must obtain and submit current immunization document and an initial medical statement, signed and dated by a licensed physician or other health care professional, verifying that the employee is in good mental, physical, and emotional health appropriate for their position.
    - a. This statement must be dated no more than 6 months prior to employment or within 30 days after the date of employment and every 3 years thereafter.
  6. Must obtain and submit the results of a Tuberculosis Test (TB) within 30 days after the date of employment. (Subsequent testing requirements must be submitted as required in writing by a physician or other health care professional).
  7. Subsequent testing requirements must be submitted as required in writing by a physician or other health care professional.
  8. Motor Vehicle Record (MVR) and Valid Driver's License (for utilization of company car; in addition, if MVR is not acceptable according to RMSER insurance policy standards, employee will be required to utilize their personal vehicle for business travel and must also provide proof of personal motor vehicle insurance.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit; stand; stoop; walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb or balance; and talk or hear.

This position may be required to drive extensively to various locations therefore employee must be physically able to drive for longer periods of time in both the city and mountain regions.

The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

### **WORK ENVIRONMENT**

The noise level in the work environment is usually moderate.

Typical Schedule: Monday – Friday 8:00 AM – 5:00 PM

FLSA Status: Exempt

**To join our team, please send resume and cover letter to  
[resumes@rmser.org](mailto:resumes@rmser.org)**



RMSEER is an Equal Opportunity Employer