



Web Designer and Computer Support Expert

GENERAL DESCRIPTION

The Concord Consortium is an educational nonprofit with an international reputation for innovations in technology that improve teaching and learning. Our staff is extremely dedicated and competent, regularly using a wide range of technologies and applications.

We have an exciting full-time opening for a Web Designer and Computer Support Expert who will support the staff and contribute to specific educational projects. This position requires a self-starter who will provide web design and help desk support for our 30-person organization. The position requires someone with excellent technical skills and experience, as well as a strong sense of humor and a genuine desire to create a better world through educational technology. We are looking for an exceptional individual who has a good balance of technical and design skills and is willing to go the extra mile to arrive at a complete solution to technical problems. It is essential that the successful candidate be available during working hours, Monday through Friday.

He/She will design, build, and maintain project websites, often working with project leaders and other technical staff to design special functions, while maintaining a consistent look and feel across websites. He/she will also lead CC's IT support, which involves keeping all office computers running smoothly by providing software installs, updates, hardware and software troubleshooting, software and hardware asset tracking, printing, and other duties as assigned.

The Web Designer and Computer Support Expert reports to the Manager of Information Technology. She or he will have a strong understanding of how computer hardware and software works, as well as ample experience troubleshooting problems on both Windows and Mac platforms.

The candidate must have experience with a wide range of operating systems and applications, ranging from Windows 2000 to Windows XP/Vista, and Mac OS X. Commanding knowledge of CSS and cross-browser issues is required. Knowledge of printers, networks, the Internet, Web pages, Linux, MS Office, FirstClass, and open source software is preferred. The ideal candidate would have system administration skills as well as knowledge of PHP, Java, J-Ruby, and Ruby on Rails. While a broad

range of skills is valuable to us, there is technical backup in depth within the organization. The work environment at Concord Consortium is casual and flexible, but fast paced and stimulating. Concord Consortium provides excellent benefits including medical, dental, life and disability insurance as well as four weeks of vacation.

SPECIFIC RESPONSIBILITIES

Manages multiple, simultaneous, ongoing, user support requests.
Follows individual support requests to a satisfactory and verified end resolution in each instance.
Creates user interface designs for web sites and web-like java applications
Creates themes for web sites and web-like java applications.
Creates Web pages for the organization and specific projects, including customizing pages generated by Rails and PHP.
Creates graphics for: logos, icons, CD labels, and printed newsletter.
Assists in formatting and publishing printed newsletter.
Sets up new user workstations and, when necessary, migrates the existing user environment.
Assists with software and hardware asset management.
Evaluates and performs preventative maintenance, upgrades, and security fixes.
Troubleshoots printers, handheld devices, and routine network problems.
Evaluates and recommends future technology purchasing needs.

QUALIFICATIONS

Understanding of PC hardware and software (Windows 2000, Windows XP, Windows Vista).
Understanding of Mac hardware and software (Mac OS X, PowerPC and Intel).
Understanding of Linux operating system is a plus.
Experience with CSS and javascript.
Understanding of cross browser issues and fixes
Experience with Flash, AJAX is a plus.
Experience with publishing high quality printed materials.
Understanding of network printer functions, malfunctions, and resolutions.
Familiarity with a range of office applications including Word, Filemaker, Excel, and open source equivalents.
Familiarity with handheld computers (Palm, PocketPC, WinCE, iPod).
Experience with web programming, especially PHP, Ruby, and Java a strong plus.
Ability to manage multiple projects and support requests.
Ability to manage own time and responsibilities without extensive supervision.
Outstanding interpersonal and communication skills, with enthusiasm for working as

part of a team as well as independently.

A minimum of two years experience in hardware and software configuration, troubleshooting, and repair including but not limited to, Windows and Mac OS, printers, and network connectivity issues.

Ability and desire to learn new skills and technologies as required.

SALARY

\$45,000 - \$55,000 per year, full time.

TO APPLY

Please email resume, cover letter, and at least one example of a web site for which you have designed the layout and graphics, to:

webtechjob@concord.org

Attn: Jennifer Glover
Concord Consortium
25 Love Lane
Concord, MA 01742

The Concord Consortium is an EEO employer. It does not discriminate on the basis of sex, age, race, creed, national origin, or sexual orientation.
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