



We are currently seeking a Full-Time IT Technician

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(602) 454-1222 or aca.hr@azacademy.org

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WE OFFER COMPETITIVE SALARY AND BENEFITS!

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[Careers • Arizona Cultural Academy \(azacademy.org\)](#)

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[Arizona Cultural Academy](#) (ACA), based in Phoenix, AZ, has the potential to set the standard for how all private Islamic schools in the country shape their curriculum, manage their staff, build sustainable finances, and – most importantly – produce students with exceptional character and intelligence. Entrepreneurial educators who are seeking significant personal growth will thrive in this environment.

ACA aims to empower Phoenix with knowledge, spirit and service. In 1999, we embarked on a dream of creating a private school with a rich Islamic ethos. We have achieved over 20 years of operation, COGNIA accreditation, annual enrollment of 300+ students, and construction of a multi-acre purpose-built facility. We are seeking the best Islamic educator talent to lead Arizona Cultural Academy to become a modern Daycare through grade 12 private Islamic school.

ACA is seeking a qualified Full-Time IT Technician. Hiring a quality IT Technician is a critical effort as we build an institution that establishes the next generation of a modern private Islamic school. We are looking for a diverse pool of applicants who are inspired by our mission and possess the skills, knowledge, and work ethic to contribute to a dedicated team willing to do whatever it takes to build an institution that empowers ACA and the Phoenix metro area with knowledge, spirit and service.

Expectations of an ACA employee include:

- Emulate strong moral character and Islamic personal in all of our interactions
- Give and receive feedback with a desire to improve one's self
- Pursue and cherish trusted two-way relationships with colleagues and community members

Additionally, an ACA IT Technician is expected to fulfill the following duties:

Under the direct supervision of the IT Director, the main responsibilities of the IT Technician is required to provide technical support to the daily operations of the school by responding to incidents and proactively working on IT improvement initiatives as directed.

DUTIES AND RESPONSIBILITIES:

Technical Support:

- Provide daily technical support to end users to ensure minimal disruptions to operations
- Maintain technology including computers, printers, audio-visual, and other equipment
- Asset management of IT equipment
- Troubleshoot, diagnose, and document issues
- Proactively identify and communicate concerns or opportunities for improvement
- Work with contractors and service providers to support their IT infrastructure requirements
- Manage basic configuration changes in Windows Server and GSuite
- Perform equipment installations including mounting projectors and running cable through ceilings.
- Assist with password resets, account issues, and access to school systems
- Setup staff accounts (Windows Server, FACTs, Gmail)
- Creating student accounts
- Maintain compliance to all applicable laws and safety regulations in the course of duties

Classroom Technology Assistance:

- Support teachers in setting up and using classroom technology, such as smartboards, laptops, and audiovisual equipment.
- Troubleshoot and resolve issues with technology during instructional time to minimize disruption.

- Assist in configuring devices for student or teacher use, including Chromebooks, tablets, and laptops.

System Maintenance:

- Backup Network Server as scheduled
- Perform routine maintenance, updates, and patches on school devices and systems.
- Monitor and maintain the functionality of school networks, Wi-Fi, and internet access points.
- Assist with inventory management, including tracking and maintaining school IT equipment.
- Manage basic configuration changes in Windows Server and GSuite.

Ticket and Issue Management:

- Troubleshoot, diagnose, and document issues
- Coordinates IT-related matters (hardware, software, networking) meetings, and IT needs for campus events for the purpose of completing activities and/or delivering services in a timely fashion.
- Monitors IT work order status, special IT projects, and IT maintenance work for the purpose of achieving goals and meeting target dates.

Facility:

- To assist the admin and facility team to ensure successful service and support to all facility needs such as managing the maintenance repairs
- Assist the Facility Manager with Campus Recreation programs, services, Facilities, general maintenance and construction principles, practices, and techniques
- Coordinate with facilities team for complex projects

Compensation and Working Conditions:

- Salary range: Commensurate with experience and education
- 6 days PTO (Paid Time Off)
- 1 Mental Health Day
- Paid school holidays and breaks
- Activities will result in a work schedule of 40-45 hours per week
- Annual receipt of a personalized feedback plan to contribute to career development
- Discount tuition for children
- IRA Plan with 3% employer matching
- Health, Dental, and Vision insurance option available for full-time employees

Physical Requirements:

- The ability to lift 10 pounds
- The ability to respond quickly to sounds
- The ability to move safely around campus
- The ability to see and respond to dangerous situations
- The ability to sit/stand most of the day

- Ability to use desktop computers and office equipment such as phone, iPad, desktop

REQUIRED QUALIFICATIONS

- Associate Degree (Information Technology, Computer Science, Cyber Security, Network Engineering)
- Bachelor's degree (preferred)
- Advanced user knowledge of Windows PCs Familiarity with Chromdbooks/Students Devices
- Basic working knowledge of computer networking Familiarity with Google Workspace for Education
- Proficient in Windows, macOS, and Microsoft 365 administration.
- Skilled in hardware installation, software troubleshooting, and printer support.
- Basic knowledge of networking, Active Directory, and cybersecurity.
- Strong problem-solving, communication, and customer service skills.
- Experience supporting users in educational or office environments.
- Must be in good health condition