TECHNOLOGY SUPPORT SPECIALIST
JOB DESCRIPTION

Department: Technology
Supervisor: Director of Technology
Status: Full-time

The Technology Support Specialist's primary responsibility is assisting with the day-to-day operations of the technology department. They will support the school by providing first-level technology and AV support to all end-users (students, faculty, staff, and parents). The Technology Support Specialist will troubleshoot, research, document, track, monitor, and resolve technical problems (in person, virtually, by telephone, or by e-mail) in a timely and accurate fashion.

SPECIFIC DUTIES:

Managing Technology

- Installing, configuring, troubleshooting, and maintaining Mac OS and Windows desktops and laptops, iPads, other peripherals, software, network services, and campus technology systems, including printers and AV equipment.
- Creating and maintaining user accounts for all systems.
- Maintaining accurate databases of hardware inventory, hardware maintenance, and software installation.
- Managing equipment checkout system, including loaner equipment, cameras, audio systems, and other peripherals.
- Processing new devices and distributing them to end-users.
- Documenting installation and configuration procedures.
- Creating/updating software images for computers using schools MDM solution.

User Support

- Providing end-user help desk support for over 400 students, teachers, and staff.
- Providing hardware and software technical assistance for all technology users including creating and maintaining logs of issues, prioritizing them, and communicating resolutions.
- Creating and updating online support tips, directions, tutorials, and documentation.
- Diagnosing and repairing hardware and software problems.
- Facilitating repairs with third-party vendors and monitoring warranty work.

- Supporting users with Google Apps for Education and other supportive systems.
- Maintaining, setting up, and supporting AV technology in the classrooms and for special events.

Technology Mentoring & Training

- Supporting teachers and students with multimedia projects.
- Leading student and employee laptop orientation sessions.
- Proactively advising the school community of laptop and software-related issues.
- Supporting a culture of digital citizenship and the responsible use of technology.
- Staying current with emerging trends and best practices in information and educational technology.

COMPETENCIES NEEDED:

- Computer literacy, knowledge of Google Workspace, Apple, iOS, MacOS, Microsoft, and Windows devices with an ability to learn/apply additional programs.
- Communication skills (oral and written) and confidence in conveying information to all types of members of the community, including teachers, administrators, staff members, students, and parents.
- Outstanding customer service and interpersonal skills.
- Ability to complete assignments efficiently, set priorities, meet deadlines and work on several projects concurrently.
- Curiosity and excitement about new technologies, and commitment to continuous growth.
- Ability to work as part of a team.

WORK ETHIC:

- Works in a manner that promotes personal safety and the safety of the Ursuline Community.
- Maintain confidentiality at all times regarding the Ursuline community.
- Attend all required meetings and events and willing to perform all other duties as assigned.
- Contribute by personal example to an atmosphere of faith commitment consistent with Catholic values and our founder St. Angela Merici.
- Respect, cooperate, and maintain a positive attitude with colleagues (faculty and staff), students, parents, and alumnae, and exemplify the core values.

REQUIREMENTS:

- BA/BS degree
- Minimum of two years of experience supporting hardware and software. Help desk administrator role or equivalent.

PREFERRED:

- BA/BS degree in computer science or information systems or equivalent certifications

PHYSICAL DEMANDS:

Work is performed in indoor and outdoor environments. The position requires frequent walking, standing, sitting, bending, reaching, climbing, and lifting up to 30 pounds. Ability to climb a ladder to service classroom projectors and similar equipment. Specific vision ability required including close, distance, peripheral vision, and ability to adjust focus. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT:

The noise level in the work environment is moderate to high. The employee may be exposed to moving equipment, toxic fumes, chemicals and infectious diseases. While performing the duties of this job the employee occasionally works in outside weather conditions exposed to extreme cold and or extreme heat.