



CELEBRATING 65 YEARS

Information Technology Assistant

Position Description and Requirements:

St. Johns Country Day School, an independent, college preparatory school, is seeking an Information Technology Assistant with experience working in an Apple School environment. Qualified applicants will value strong relationships with students and colleagues.

Duties and Responsibilities:

- Helpdesk Ticketing - Front line for all
- Onboarding/Offboarding
- Logins / Password reset
- Apple desktop Support
- Apple computer imaging and deployment
- Apple hardware repairs and computer upgrades (Vendor and warranty support)
- Feet on ground ticket support
- Asset Management (Shared with Manager)
- Event Support
- Onboarding orientation
- Copiers-Printers / Saxon
- Assist with 1:1 iPad Program
- Assist with Teacher Support
- Assist with Student Support
- Assist with 3D Printing

General Responsibilities:

- Provide assistance to students, faculty, and staff in troubleshooting technology in classrooms, computer labs, administrative facilities, and support offices
- Manages service requests through Mojo ticketing system,
- Supports and promotes the deployment of new technology with teachers, support staff, and administration
- Works to solve problems and provide solutions that meet school needs while upholding technology standards and architecture
- Ensures effective support of technology for instructional purposes
- Maintains a strong working knowledge of instructional software for the purpose of providing problem diagnostics and accurate troubleshooting for timely solutions
- Sets up new devices, workstations, print stations, and assignments to default printers
- Helps maintain accurate asset management standards
- Assists with support and maintenance of all technology related equipment
- Ensures cabling/data wiring management is well maintained

Compensation and Benefits:

A salary commensurate with experience, degree attainment, and qualifications is paid to employees annually. Full time employees are eligible for our benefit package, including medical, dental, vision, disability, tuition remission, professional development/education funds and the ability to participate in the school's 403(b) retirement program.

St. Johns Country Day School is one of the leading non-sectarian independent schools in Jacksonville, Florida and maintains a PK3-Grade 12 school enrollment of about 600 students.

Accreditations	Florida Council of Independent Schools (FCIS) Florida Kindergarten Council (FKC) Southern Association of Colleges and Schools (SACS)
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Applying

Please send cover letter and resume to: hkennedy@sjcds.net