

Technology Support Analyst

Castilleja School is the only independent girls' school for grades 6-12 in the bay area. Castilleja prepares young women to be self-directed and independent leaders. Experienced Castilleja teachers, coaches, and advisors tailor classroom instruction and co-curricular programming to the unique needs of girls, creating an incomparable environment for girls to thrive.

The Technology Support Analyst performs advanced hardware and software support and provides support to the Senior Network and Systems Administrator. In the support technician role, (s)he troubleshoots employee and student computer problems, oversees the entire computer imaging and deployment process, manages the printer and copier environment, maintains the school computer labs, and researches and recommends improvements to the hardware and software deployed throughout the school.

In the network support role, (s)he will provide level one support in diagnosing and troubleshooting LAN, wireless and WAN issues, and will assume responsibility for select applications.

This is a non-exempt, full-time position (12 months) reporting to the Senior Technology Manager in the Technology Department.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Advanced hardware and software support

- Provide tier two support for hardware and software escalations by diagnosing and repairing a full range of computer issues for 140+ employees.
- Responsible for all phases of managing desktops and laptops such as, but not limited to, the creation of an image, deployment, and ongoing maintenance using an array of tools such as an MDM solution.
- Provide hardware and software support for shared equipment, including maintenance, testing, repairs, and working with support vendors for copiers, printers, scanners, monitors, banner printers, and more.
- Administer and manage printer / copier monitoring software as well as end point device protection using anti-virus/malware products.
- Maintain the stable operation of the school's three computer labs.
- Provide limited hardware and software support for student-owned laptops, including repairs and configuration.
- Serve as a responsible member of the Tech Support office by answering the help desk phone and helping walk-ins.
- Use the help desk system to update the status and histories of assigned tickets in a timely manner.
- Research and recommend hardware and software for purchase.

- Provide backup A/V duties, including classroom and common area troubleshooting and equipment setup for events.
- Other duties as assigned by the manager.

2. Support to the Network Administrator

- Provide tier one network support using a variety of tools with a focus on the ability to diagnose and troubleshoot basic network issues across LAN, wireless and WAN.
- Assist with network infrastructure upgrades as needed.
- Perform basic VoIP related duties such as moves, adds and changes.
- Possess the capacity to perform basic functions within a VMware environment as determined by the Network Administrator
- Responsible for administering and maintaining a select set of applications including, but not limited to, the OS on which the application is running and any auxiliary applications like a database that the primary application requires.
- Liaise with internet and phone service providers in the event of an outage to determine if it is an internal or external issue. Communicate with employees on the progress toward service restoration.
- Ability to take on other infrastructure related tasks as assigned by the Senior Network and Systems Administrator
- Perform basic backup duties for the Senior Network and Systems Administrator as needed.

KEY QUALIFICATIONS

- Possess a Bachelor's degree in a relevant field and 3-5 years of related work experience as a help desk technician, having performed tasks including computer imaging and deployment, hardware repair, software installation, equipment configuration, and vendor relations
- Experience working with some of the following systems: JAMF Casper Suite, Meraki MDM, FileMaker Pro, Solarwinds Web Help Desk, enterprise endpoint protection, SMART Boards
- Excellent knowledge of Mac, Windows and iOS client environments
- Experience with the following:
 - networking protocols and tools such as TCP/IP, DHCP, DNS and packet analysis tools
 - wireless protocols such as 802.11a,b,g,n,ac
 - directory services such as Windows Active Directory, OpenLDAP and Open Directory
 - Windows, Ubuntu and OS X servers
 - Google Apps (GMail, Google Drive, Google Calendar)
- Knowledge of the following:
 - networking concepts such as VPN, VLAN, NAT, DHCP and DNS
 - storage technology such as SAN, NAS, Fiber Channel and iSCSI

- security and encryption concepts such as Radius, Kerberos, WEP, WPA2 and 802.1x
- security concepts and best practices in relative to server hardening and wireless
- virtualization technology such as VMware vSphere and VMware Horizon
- Experience working in a team environment
- Excellent researcher and evaluator of products, information, and vendors
- Ability to explain technical situations to users of all technical skill levels
- Solid critical thinking and troubleshooting skills
- Self-starter with strong work ethic, eager to take ownership of assigned tasks.
- Highly resourceful, critical-thinking problem solver; able to devise solutions for non-standard requests.
- Detail oriented.
- Able to work independently and efficiently.
- Customer service-focused; strong interpersonal skills such as being polite, patient, courteous and friendly.
- Willingness to learn new things
- Calm under pressure
- High physical and digital organizational skills
- Excellent oral and written communication skills

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

- Position requires occasional weekend and/or evening work for off-hours system upgrades
- This job is performed in a multi--building school environment with stairways
- Must be able to lift and unpack equipment and to perform complex maintenance and troubleshooting tasks
- Must be able to reach to a height of at least six feet, lift equipment (computers, switches, printers, etc.) weighing 50 pounds, work in low light and cramped conditions, and assemble equipment using tools which may require precision work

FOR CONSIDERATION

If interested, please provide completed application, resume and cover letter to hr@castilleja.org and indicate TECHSUPPORT in the subject field. Compensation is commensurate with experience. No recruiters please.