



## COMPUTER HELP DESK TECHNICIAN

Founded in 1952, Norwood School is a coeducational day school with approximately 440 students in kindergarten through eighth grade. The school sits on 38 beautiful and expansive acres in Bethesda, Maryland, less than six miles from Washington, D.C. As one of the finest K-8 schools in the country, Norwood sets the bar high and is committed to educating the whole child in a student-centered, challenging, and nurturing environment.

Norwood School has an opening for an experienced and personable Computer Help Desk Technician. The position reports to the Director of Technology. In addition to specific tasks as assigned by the Director of Technology or the Head of School, responsibilities include:

- Serve as initial point of contact with the Norwood community for technical questions and issues
- Troubleshoot and fix a wide range of computer hardware and software problems
- Train users in operating systems, applications, and proper care of computer equipment
- Coordinate with other members of the Technology Department on how to provide timely and reliable technical assistance
- Maintain the inventory of all computer equipment and determine when a computer system needs to be sent out for repair
- Track requests for technical assistance and provide reports to the Technology Department about system repair status
- Keep all computer equipment in good working condition and track all spare computer systems for check out
- Coordinate summer inventory with other members of the Technology Department and re-image computer systems
- Support summer camp as needed about technical requests such as laptops, tablets, cameras, special tech setups, etc.
- Ensure Norwood's compliance with software license agreements, device and network policies, etc.

Candidates must have experience with Windows 10, Office 2016, Office 365, Adobe Cloud Applications, and OneNote 2016. Additional qualifications include excellent communication skills, flexibility, sense of humor, and a love for working with children.

Interested applicants should submit a cover letter and resume to Juan Ramirez, Director of Technology, at [jramirez@norwoodschool.org](mailto:jramirez@norwoodschool.org). No phone calls, please.

*Norwood School does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, veteran status, sexual orientation, or any other characteristic protected by law.*