



Ethical Culture Fieldston School

ECFS Employment Opportunity

Title	Technology Support Specialist
Division	Fieldston Lower (Riverdale campus)
Full or Part-Time	Full Time
Start Date	March 2016

Description

The Ethical Culture Fieldston School (ECFS) is a progressive pre K-12 independent school serving students from throughout New York City and the surrounding suburbs. Committed to academic excellence, ethical learning, and progressive education, ECF offers a rich and challenging curriculum in the arts, sciences, and humanities. A coed, nonsectarian school, we serves a diverse community of about 1,700 students from PreK to 12 on two campuses -- one in the Riverdale section of the Bronx, and the other in Manhattan.

The Technology Specialist is a member of the ECFS technology department and reports to the Associate Director of Technology for IT. Specialists are responsible for working with faculty, administrators and students to support the technical aspects and systems that compose the technology initiatives of the school. In all of this work, the goal remains to build professional relationships with faculty, students, parents, administrative staff and colleagues within the technology department to assure that the school's end user experience, as well as its network infrastructure, are capable of fulfilling the mission and goals of ECFS. While the role is focused on an individual division, the Technology Specialist will work on special projects from time to time within other divisions and departments. In addition to individualized technology end-user support, this position will also be involved with planning and delivering technology-driven professional development to larger groups, cadres or teams of faculty and administrative staff throughout the year, including summer sessions. The specialist works very closely and directly with their Academic Technology Integrator counterpart, as well as the rest of the technology department, in order to provide a seamless and integrated technology experience. Finally, the specialist will bring an interest in the ethical implications of technology use, from sustainability to fair labor manufacturing, to contribute to the department's commitment to ethical purchasing.

Specialist Duties & Responsibilities

- Provide and document end-user technical support, repair and replacement throughout the organization;
- Participate in the deployment, maintenance and reclaiming of end-user work stations and peripheral devices;
- Maintain and troubleshoot a variety of interactive and display technologies;
- Attend tech specialist, technology department and division-specific meetings regularly;
- Collaborate, brainstorm and share best practices with other techs;
- Support other techs on special projects and during peak periods;

- Recommend new device solutions that meet the needs of the community and also align with ethical purchasing mission;
- Provide solutions that are scalable, sustainable, and enterprise-friendly;
- Engage in regular professional development that supports department goals;
- Deliver up-to-date inventory information on all hardware within their respective division;
- Manage app deployment and imaging through Casper;
- Provide network support and maintenance in consultation with the Network Manager and Associate Director of Technology for IT;
- Provide AV and video conferencing setups and support as needed, with occasional after-hours support;
- Interface with vendors and third parties;
- Work in coordination with the Associate Director of Technology for IT;
- Partner with their integrator counterpart to provide a unified approach to technology throughout their respective division;
- Work closely with the divisional administrative team to ensure needs of community are met.

Specialist Knowledge, Skills & Abilities

- Strong and proven interpersonal skills;
- Experience in an educational environment, especially with small children;
- Ability to work independently and in teams;
- Ability to implement enterprise-level solutions and projects using consumer technologies;
- Knowledge of current trends in technology and educational technology;
- Ability to engage and support students in meaningful ways;
- Ability to take initiative to define and pursue one's own professional development;
- Solid understanding and capable troubleshooting of all modern desktop and mobile operating systems, in addition to experience with Mobile Device Management solutions to manage them;
- Experience with Epson and Smart projection system;
- Casper VPP and DEP experience preferred;
- Experience with hardware repair, software/patch deployment, image building, and imaging. Windows and Apple certifications preferred.

Qualifications

- Bachelor's degree in a related field;
- ACMT, OSX, or Casper certification preferred;
- Minimum of 3 years of experience in direct client support in K-12 environments.

To Apply

To be considered for the above mentioned position, please send a letter of interest and resume to Chris Mulios at cmulios@ecfs.org. Please generate all documents in MS Word or a converted .pdf file. Complete applications will be reviewed as they are received, and the position will remain open until filled. Learn more about the school by visiting the website: www.ecfs.org. Thank you for your interest in Ethical Culture Fieldston School.

Ethical Culture Fieldston School is an Equal Opportunity Employer and is committed to diversity. We encourage all qualified candidates to apply.