



## Crescent School

Founded in 1913, Crescent is an independent school for boys from grades 3 - 12, located on a park-like 30 acre campus in midtown Toronto. Our students are encouraged to strive for excellence, and to develop their talents in the areas of academics, arts and athletics. Faculty and staff alike model Crescent's core values of respect, responsibility, compassion and honesty as we foster the development of our graduates to men of character from boys of promise.

***Crescent School invites applications for the following position:***

### **Help Desk Technician and Programming Support**

#### **Summary**

Reporting to the Manager of Innovation and Technology, the incumbent provides first level technical, audio visual and programming support. This involves responding to requests for IT assistance from staff and students, troubleshooting hardware and software issues; developing customized programming solutions for various applications; and providing database administration support for the Student Information System.

#### **Responsibilities:**

- Provides first-level support on the Help Desk and participates in monitoring the Innovation and Technology ticket queue by handling requests, distributing or escalating issues to the appropriate team member
- Troubleshoots and resolves routine issues related to network access, AV equipment, printers, LAN, WLAN, internet connectivity, operating systems, and hardware and database issues and contacts external resources as needed
- Assists with on-boarding and off-boarding staff and students and tracking and setting up equipment on loan to staff such as iPads, laptops and hot spots
- Develops and maintains customized applications for internal processes and data management
- Accurately logs help desk tickets and resolutions into the help desk software management system
- Provides occasional technical support for events and programs held on evenings and weekends
- Replaces consumables as required (CRU, paper, toner)
- Assists with routine Student Information System database tasks

#### **The successful candidate will have:**

- Post-secondary degree or diploma coupled with at least one year of help desk experience.
- CompTIA A+/Network+ or MCP (Microsoft Certified Professional) certification preferred
- Proficient in Windows 7, Windows 8, Windows 10, macOS as well as Microsoft Office Suite, Google Apps for Education
- Expertise in programming JavaScript or a similar language using variables, repetition, and conditions
- Ability to diagnose problems, perform routine maintenance on IT assets, and provide support for a wide range of applications
- Experience assigning permissions and setting up applications within a database at a basic level an asset
- An understanding of IP networking and connectivity
- Ability to quickly analyze issues and determine best course of action using available resources
- Exceptional customer service orientation and a sense of urgency
- Growth mindset, curiosity and willingness to accept new perspectives
- Compassion, and a desire to cultivate courage and nurture connection
- A passionate team player and strong contributor to a coaching culture of growth and flourishing
- A strong desire to become fully immersed in the School's positive and progressive culture

Crescent School offers an excellent working environment and a competitive compensation and benefits package. If you exude passion, creativity, commitment, courage and fun, you will make an impact here! Please [apply online](http://www.crescent.school.org) at [crescent.simplication.com](http://www.crescent.simplication.com) by creating a 'Support' account and uploading your letter of application and resume by **Tuesday, December 4, 2018.**

**Accommodation for job applicants with disabilities is available upon request.**

*For further information about Crescent School and employment opportunities please visit our website at [www.crescentschool.org](http://www.crescentschool.org). We are actively engaged in building a more diverse school and encourage all qualified applicants to apply. We thank all candidates in advance; only those being offered an interview will be contacted. No phone calls please.*