



Lake Washington Girls
MIDDLE SCHOOL

STRONG in **MIND**, **BODY**, and **VOICE**.

Technology Help Desk, Two Schools

Employee Classification: Admin

Status: Full-time, Academic Year

FLSA Classification: Exempt

FTE: 1 FTE (shared by LWGMS & Giddens)

Supervisor: Director of Technology

Work hours: Generally 8 am – 4:30 pm

Position Overview:

The Technology Help Desk position is responsible for the direct support of students, faculty, and staff with their technology needs; coordinating and tracking repairs and replacements; troubleshooting login and end-user needs; supporting the 1:1 device program; and overseeing special projects as assigned by the Director of Technology.

This position serves users in two schools that will be co-located on one campus beginning in November 2019. (More info about the move [here.](#)) [LWGMS](#) and [Giddens](#) have 300+ users and an inventory of 400 machines including Chromebooks, iPads, iMacs, notebooks, and laptops. We are a mixed environment utilizing Mac, Chrome, and Microsoft and we mainly use Android and Mac Apps for Education. In addition to a school-wide telephone and bell system, the classrooms are equipped with various AV equipment.

Primary Responsibilities Include:

- Support teachers and administrators in their use of technology and development of technologically based tools, responding in a timely fashion to their needs.
- Assist the Director of Technology with all IT department tasks, including adding users, fixing logins, configuring computers, etc.
- Support other technology and audio-visual requests for events, performances, and meetings.
- Provide support for each school's 1:1 device program.
- Assist with maintenance of network infrastructure, user accounts, G-suite and other internal systems.
- Maintain and upgrade technology hardware and software, keeping an accurate inventory of items and locations.
- Maintain A/V systems.

- Work with the Director of Technology and Technology Teacher Leads to support development and implementation of digital literacy curriculum through the use of digital learning tools.
- Assist with teacher and student training activities, as directed.
- Other duties, as assigned by the Director of Technology or Heads of School.

Qualifications

- Preferred experience with the following: Google Apps for Education, Mac OS, Chrome OS, Windows 10, network management/maintenance, Meraki Dashboard, physical wiring/cabling, WiFi equipment.
- Experience working in an educational environment.
- Experience with SIS, LMS, and EMS preferred.
- Experience with and/or comfort with working with adults and students ranging from preschool-8th grade.
- Very strong customer service orientation.
- Understanding of educational technology concepts and broad knowledge of products.
- Ability to collaborate and communicate effectively with colleagues, students, and families; ability to communicate technology issues with people of varying levels of knowledge
- Ability to interface with a diverse cross-section of people within the school community; desire to be part of the life of the schools.
 - Commitment to continuous improvement and professional development.
 - Flexibility in contributing to daily problem-solving and peripheral roles inherent in small independent schools.
 - Growth mindset, sense of humor, and excellent organizational skills.
 - Strong passion for the schools' missions.

The start date is flexible, but preferably starting on or before August 22nd.

Compensation

The salary range for this position is prorated to a full time salary of \$45,000 to \$60,000, depending on experience. This is a 10 month, academic year position.

Application Process

Applicants should email a cover letter and resume to employment@lwgms.org

Equal Opportunity Statement

Giddens School and Lake Washington Middle School do not discriminate in employment opportunities or practices on the basis of race, color, religion, gender, gender identity, sexual orientation, national origin, age, disability and familial

affiliation or any other characteristic protected by law. All applicants must be currently authorized to work in the United States.

About Lake Washington Girls Middle School

Committed to providing a learning community that fosters creative confidence, Lake Washington Girls Middle School (LWGMS) opened its doors in 1998 as the first secular girls middle school (grades 6, 7, 8) in Seattle. Since then, we have proven that a learning environment encouraging girls to take risks, explore leadership, solve problems, collaborate, and stand up for themselves and others is a model that works. Our challenging curriculum is designed to educate the whole girl: intellectually, socially, and emotionally—with a focus on STEAM (Science, Technology, Engineering, Art, and Math) and social justice.

About Giddens School

Giddens celebrates a long history as a school committed to academics and learning, social and emotional development, and justice. Since 1972, Giddens has fostered young people who are secure in themselves, value difference and embrace diversity, and think critically about the world around them.