Title: Help Desk IT/AV Support Technician

Reports to: Director of Technology

Supervises: N/A

FTE: FT, Regular, Hours Typically Mon.-Fri. 8am-4pm

FLSA Status: Non-Exempt

Forest Ridge School of the Sacred Heart is seeking a talented, creative and dynamic IT/AV Support Technician to support the technology Help Desk. We are looking for someone who can work effectively both as an individual contributor and as part of a teach. You will be part of a team that is focused on insuring that FRS Technology Support Customers have a trouble-free and effective experience with any of the technologies used in classrooms, office and off-campus learning environments. The Help Desk AV-IT Support Technician will perform typical Help Desk support functions and is also focused on supporting users with software-related issues and questions. Forest Ridge School is committed to attracting and retaining outstanding employees through a competitive compensation and benefits package.

Who We Are:
Forest Ridge School of the Sacred Heart provides a diverse and rigorous college preparatory environment that inspires young women to become confident, compassionate leaders. As a member of a global network of more than 150 schools, we educate to the core of our 200-year tradition through the Sacred Heart Goals and Criteria: a personal and active faith in God, a deep respect for intellectual values, a social awareness that impels one to action, the building of community as a Christian value, and personal growth in an atmosphere of wise freedom.

Forest Ridge School of the Sacred Heart educates young women to think critically, embrace challenges, model resilience, confront injustice, seek equality and lead globally in the pioneering spirit of our foundress. Our graduates change the world.

Technology at Forest Ridge:
Technology at FRS is critical to the day-to-day operation of the classrooms and offices. FRS was a pioneer in 1:1 laptops in the classroom environment and prides itself on unique and effective integration of technology into the student learning environments.

The FRS Technology Support Team is responsible for specifying, installing, administrating and supporting over 450 laptop and workstations, education tech (Ed-Tech) and office software, communications systems, data networks, hosting services and a wide variety of peripherals.

FRS users rely on the services of the Technology Support Team to insure a safe, secure, reliable, robust and highly available operating environment for all of their technology needs.

Job Summary:
Under minimal supervision, supports the technology infrastructure, vision, and mission that empowers every member of the Forest Ridge community to succeed in their professional and educational goals. The Help Desk Support Technician is responsible for Tier 1-2 level support of user hardware and software. Support services delivered by the Help Desk Support Technician are similar to the IT and AV systems found in medium-sized enterprise but applied to a 5-12 school environment.

Specific Responsibilities:
- Is punctual to open Help Desk each morning at 8:00am
- Quickly, courteously and effectively responds to Help Desk walk-up, online and call-in FRS technology customer problems or questions with their laptops, workstations, telephones, AV equipment, printers and other classroom or office peripherals and a variety of software applications
- Expeditiously clarifies, researches, analyzes, documents and wherever possible completely resolves user technology problems in a high-touch customer service environment; manages the escalation of user issues to other in-house and off-premise resources as needed to fully resolve issues

- Becomes a Subject Matter Expert and supports users of software systems such as Microsoft Office 365 products, Adobe Creative Cloud Suite, Microsoft One Drive, Microsoft SharePoint, Microsoft One Note, the SIS\LMS Veracross and other in-classroom and office applications
- Whenever necessary, performs IT and AV hardware and software fixes to customer technology issues to get them back in service and operating as quickly as possible
- Regularly performs all typical Help Desk tasks such as technology inventory management, password resets, AV system support, printer and copier support, Active Directory/Office 365 new user entries and maintenance, email account creation and support, user software provisioning, computer re-imaging, backup and restore; and other challenges as required
- Facilitates the repair of damaged or broken laptops and workstations by third-party vendors; submits tickets, and works with those vendors to help ensure quick and complete repair turnaround
- Troubleshoots copier and printer issues, tracks toner supplies and recycles toner; keeps updated inventory of all printer models and monitors Papercut software monthly
- On a scheduled or as-required basis performs or manages general maintenance tasks on user computing hardware, user software, and office and classroom technologies
- As required, works with other FRS Technology Support Team members and third-party vendors to help specify, deploy, configure, decommission or maintain FRS user IT and AV technologies
- Manages all event requests for AV support in classrooms, conference rooms and larger venues; Serves as primary contact for event coordinators before presentations to allow for sufficient planning; occasional adjustment of schedule may be required to accommodate AV and IT support for special events (three to five instances of Saturday and evening event support during the school year)
- Completely, accurately and in a timely manner describes, categorizes and updates support experiences in the FRS Support Tracking System; when required, communicates support experience information to other FRS Technology Support Team members in verbal and written form to help the team understand technology support trends, successes, required process changes, opportunities, patterns and upcoming issues
- Collaborates with Technology and Innovation Specialist several times per week to enhance the technology environment for students, staff and faculty
- Collaborates with Database Manager several times per week on the resolution of Veracross issues
- Spends two hours weekly in Maker Space environment supporting and documenting projects (3D printing, laser engraving)
- Actively attends weekly team meetings, as well as employee and committee meetings with the purpose of bringing innovative ideas and solutions to the table pertaining to technology at Forest Ridge
- Performs other duties as assigned
- Professionally represents the school in interactions with parents, community, staff, and students and resolves conflict in a professional manner

Education & Experience:
- AA in Information Systems, Computer Information Systems, Computer Science, Management Information Systems from an accredited college or university, or related degree or completion of a recognized, related technical support program required
- Bachelor's Degree from an accredited four-year college or university in Information Technology or a related field preferred
- CompTIA A+ Certification and/or Microsoft Desktop Specialist required
- CompTIA Network+ and Microsoft certifications preferred
- Minimum 3 years of experience working in an in-person, technology-related help desk or similar technical support environment required
- Current experience trouble shooting and supporting user issues with typical audio and video system components found in a corporate, government or classroom environment required
- SQL experience preferred but not required
- Experience working with a wide range of software, hardware, and operating systems

Required Knowledge, Skills & Abilities:
- Focused, team oriented and self-motivated to complete a variety of tasks
- Very strong desire to be the best at what you do along with an unquenchable appetite for challenges and opportunities that is guided by a commitment to be both successful personally and as part of a team
- Ability to work independently with minimal supervision or with a team in a fast-paced environment with fluctuating priorities and deadlines
- Ability to think critically and use technical expertise to create solutions that resolve the root issue of technology problems presented in the workplace

- Excellent interpersonal skills
- Strong organizational skills and attention to detail
- Strong analytical and problem-solving skills
- Detail-oriented with the ability to handle multiple priorities effectively
- Ability to perform root cause analyses - proactively recommending effective courses of action, communicate resolution, and procedures to vendors, management, and end user population
- Knowledge of AV technologies and the processes to resolve common issues
- Very familiar with supporting computers, laptops and mobile devices
- Proven fluency with current Windows operating systems, Active Directory, Exchange-based email, Office 365 products, Microsoft One Drive, iPhones and iPads
- Corporate or government working environment experience is extremely beneficial; however, candidate must be comfortable in a less structured, education environment where one-to-one interaction and in person communications is the normal operating environment
- Must be a Maker Space enthusiast, interested in supporting 3D printing and laser engraving
- Ability to communicate technical information successfully, in both verbal and written form, to customers with a wide range of technical knowledge and skills
- A can-do attitude with a very strong desire to deliver excellent customer service
- A working understanding of wired and wireless networks and a reasonable understanding of how they can impact access to remotely and locally hosted services
- A self-starter and very eager to master new skills inside a demanding, dynamic, people-centered environment that can sometimes be very fast paced
- Video recording and editing skills not required but greatly beneficial
- Ability to lift up to 50 pounds
- Ability to sit, stand and keyboard for prolonged periods; periodically stoop, kneel, climb, crouch, crawl, bend to manipulate various technology devices around campus; and regularly reach, handle various size objects, feel textures, discern colors and shapes; ability to talk on the phone
- Ability to walk outside and climb stairs in all kinds of weather
- Ability to successfully pass both initial and periodic federal, state and local background checks
- Flexibility, maturity, and a good sense of humor
- Ability to work some evenings and weekends, as needed

If that sounds like you, we'd like to hear from you!

Application Process: Applicants should email their cover letter and resume to Forest Ridge School of the Sacred Heart, Attention: Charles Du, Director of Technology, cdu@forestridge.org. This position is open until filled. No phone calls or drop-ins please. Thank you for your interest in Forest Ridge School and this position.

Forest Ridge School of the Sacred Heart does not discriminate in its employment decisions or practices on the basis of gender, age, race, color, marital status, national and ethnic origin, discharged or veteran status, sexual orientation, or the presence of any disability.