

Help Desk Technician  
Crystal Springs Uplands School

The Help Desk Technician is an entry level position that is responsible for computer repairs/installations and A/V support throughout the campus. The Help Desk Technician is a member of the technology department, which is integral to the operations of the school. This job requires excellent interpersonal skills and a can-do attitude with a teamwork mindset. The Help Desk Technician reports to the Chief Information Officer and is managed by the Senior Technical Specialist.

If you are interested in working in a collegial, student-centered school, please send a cover letter and resume to Peter Antupit, Chief Information Officer at [pantupit@csus.org](mailto:pantupit@csus.org).

More specifically, we are looking for candidates who

- have experience with Windows, Mac and iOS
- respond promptly to phone calls, support tickets or in-person requests from faculty
- will be the initial contact for all technical questions and problems on campus from faculty, staff and students
- can document, track and monitor problems and questions to ensure a timely resolution
- troubleshoot and/or escalate questions and/or issues to another member of the IT team as appropriate
- perform periodic maintenance on systems, prepare computers for individual use and coordinate repairs.
- support audio/video systems, printing, and multiple department-specific software solutions.

Additionally, we are looking for candidates who

- possess a High School Diploma Minimum (2-year degree preferred)
- exhibit professionalism, honesty, integrity and respect for everyone on campus
- possess strong customer service skills, including being punctual and dressing professionally
- have a positive attitude
- have a demonstrated ability to work independently as well as a member of a team
- are self-motivated: working effectively with little direction
- are dependable: consistently following through tasks, ability to set and achieve goals
- have a demonstrated ability to manage and prioritize multiple short and long-term assignments
- possess excellent research and documentation skills specific to step by step procedures
- are effective communicators
- are motivated to learn, share and take on new challenges
- like to solve problems

Job requirements include

- Ability to lift 50 lbs
- Ability to walk up and down stairs
- Able to occasionally work nights and weekends