



## ST. ANNE SCHOOL

### JOB DESCRIPTION

#### Helpdesk Technician

St. Anne School, a private Independent Catholic School in Laguna Niguel, is seeking a Helpdesk Technician to join our community. The core objective of the helpdesk technician will be to maintain helpdesk tickets and assist users, with issues encountered on a daily basis. This position will report to the IT Systems Administrator. The helpdesk technician will support different types of technologies and experience working in a rapidly-paced school environment.

#### RESPONSIBILITIES:

- Act as a role model of professionalism in a Catholic environment.
- Support the philosophy, policies, goals of the school, as well as the decisions made by Board of Directors and Administrators.
- Insure the health, safety and welfare of all students.
- Hold in strict confidence all matters pertaining to school.
- Adhere to all policies and procedures as outlined in the Parent/Student Handbook and Employee Handbook.
- Attend faculty and administrative meetings as needed.

#### DEFINITION:

Under general supervision, provide technical software, hardware and network problem resolution to all school computer users by performing question/problem diagnosis and guiding users through step-by-step solutions; clearly communicate technical solutions in a user-friendly, professional manner; provide one-on-one end-user training as needed; assist IT Systems Administrator; troubleshoot network printer problems; pass more complex end-user problems onto IT Systems Administrator; conduct hardware and software inventory database maintenance and reporting; and perform related work as required.

The Help Desk Technician fields all Help Desk calls and emails from school user and creates the initial record of the request; resolves all end-user problems over the phone, email, or in person; passes all more complex requests onto the IT Systems Administrator; and contacts third-party vendors for warranty service repair.

Each Classroom is equipped with a SMARTboard, printer and various other peripherals. We expect that the ideal candidate will be adept at troubleshooting issues with Macs, iPads, printers and SMARTBoards, effective at communicating with adults and children, collaborative, organized and motivated.

#### DUTIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature.

- Identifies, diagnoses, and resolves problems for users of the personal computer software and hardware, network, printers, the Internet and new computer technology; communicates solutions to end-users.

- Provides one-on-one end-user problem resolution for school approved Personal Computer (PC) software.
- Delivers, tags, set up, and assist in the configuration of end-user PC desktop hardware, software and peripherals.
- Diagnoses and resolves end-user network or local printer problems, PC hardware problems, and e-mail, Internet, dial-in and local-area network access problems.
- Performs minor desktop hardware repair for PC computer equipment, tablets, and peripherals that are not covered by third-party vendor maintenance agreements.
- Helps install local area network cabling systems and equipment such as network interface cards, hubs and switches.
- Provides end-user training on software systems as needed.
- Set up Audio Visual equipment as needed.
- Order and replace all toner for LaserJet printers and remove all paper jams.
- Monitor and report on internet usage by students and staff.
- Work collegially and collaboratively with diverse faculty and staff
- Work patiently, with a high level of customer service, with parents having connectivity issues
- Maintain, inventory, organized and distribute student and faculty – issues technology equipment and software.
- Troubleshoot and address technical issues with Macs, iPads, SMARTBoards, printers, online accounts, and peripherals and interface
- Utilize help desk ticketing system to respond to, document, manage and resolve technical issues in an efficient and timely manner.
- Other duties as assigned.

#### **REQUIREMENT:**

- Previous experience maintaining Apple Macs & iPads technology in a school environment
- Working knowledge and experience with computer hardware and software setup, repair and troubleshooting in an Apple (Mac OSX & IOS) environment
- Basic understanding of Windows OS
- Familiarity with iLife, iWork, OSX Mail, MS Office, Filemaker, Scratch, Minecraft, & Apple Remote Desktop
- Ability to work and communicate effectively in a team situation
- Excellent written and oral communication skills
- Excellent customer services, time management, interpersonal and organizational skills
- Self-motivated and able to multi-task and effectively prioritize and execute tasks in a fast-paced environment
- Experience working with elementary-aged children

#### **PHYSICAL DEMANDS AND WORKING ENVIRONMENT:**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office setting.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight or up to 40 pounds; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information. Ability to climb stairs, walks, and sits for extended periods of time. Ability to climb a ladder for purposes of inspection when necessary.

**Vision:** See in the normal visual range with or without correction. Ability to read printed matter and computer screens.

**Hearing:** Hear in the normal audio range with or without correction. Ability to hear and speak to conduct group training and to exchange information in person, electronically and on the telephone. Ability to understand speech at normal levels.

**Hours:** Twelve month, hourly non-exempt employee, 7:30am to 4pm

**Reports to:** IT Systems Administrator

**Compensation:** SAS offers competitive pay and benefits, including medical, dental, vision insurance, retirement benefits, disability and life insurance.

This is a full time hourly position. Please send cover letter, resume, and references to our Director Human Resources, Melissa Vergara at [hr@st-anne.org](mailto:hr@st-anne.org).