

Help Desk Support Technician

The Support Technician's role at Marin Country Day School is to support and maintain computer systems with a primary focus on student and faculty iPads, but also provides support for servers, desktops, laptops (Microsoft, Google Chrome), iPhones and peripherals. This includes installing, diagnosing, repairing, maintaining, and upgrading all hardware and equipment while ensuring optimal system performance. The person will also troubleshoot problem areas in a timely and accurate fashion in accordance with departmental policies and procedures, and provide end user training, documentation and assistance where required.

The technician will interact with our teachers and students on a daily basis and should be expected to conduct themselves in a friendly and professional manner in order to help students achieve their fullest potential with the technology available.

Our *Statement of Community and Inclusion** highlights our mission:

Our school is a community that
Inspires children to develop a love of learning, thoughtful perspectives and a diversity of skills;
Nurtures in each of them a deep sense of respect, responsibility and compassion; and
Challenges them to envision and to work toward a better world.

as well as proclaims, "Ours is a Community that would be uncomfortable without diversity and, therefore, has been intentional about creating and nurturing a diverse group of adults and children who share the core values of respect, responsibility and compassion. As such, to realize successfully our mission and values, each of us must actively help build and cultivate our multifaceted community by developing cultural competency."

Job Requirements

- Bachelor Degree in Computer Science or equivalent work experience
- A minimum of 2 years experience working in an enterprise environment supporting 500+ users.
- 2 years of experience supporting Apple Macintosh, iPad and iPhone devices.
- Proven track record of delivering quality service in an academic environment.
- Solid understanding of Apple, Chrome and Microsoft hardware/software
- Ability to work independently as well as a member of a team
- Ability to manage multiple assignments concurrently
- Self-motivated and able to work with minimal supervision in a dynamic and changing environment.
- Ability to rapidly assess options and likely consequences when under pressure to make decisions or

solve problems.

- Ability to properly categorize and balance short and long-term priorities to obtain best results.
- Ability to listen to others in order to respond accordingly.
- Ability to communicate in a manner that is clear, concise, timely and understood by technical personnel as well as students, parents, faculty and staff.
- Proactively seeks ways to improve personal and departmental productivity and serves as a role model to others.
- Exhibits professionalism, honesty, integrity and respect for everyone on campus.
- Ability to display a high degree of initiative, energy, dedication and innovation on a regular basis.

Preferred Certifications

- Apple Certified Macintosh Technician Certification (ACMT)
- Apple Certified Support Professional (ACSP)
- Microsoft Certified Professional (XP or Win 7)
- Google Apps for Education Admin Certification

MCDS is an equal opportunity employer and promotes the principles and practices of diversity throughout the school community.

Marin Country Day School is committed to providing employees with a comprehensive benefits package that includes medical, dental and vision coverage; retirement plan; disability insurance, life AD&D; flexible spending account; and employee assistance program.

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Marin Country Day School

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