

The Gillispie School, an independent coeducational day school enrolling 250 students from age two through grade six in the village of La Jolla, seeks a part time IT Support Specialist. The IT Support Specialist acts as a primary onsite IT resource, providing technical support to all administrators, faculty, staff and students. Reporting to the Director of Technology and Communications, the IT Support Specialist is an integral member of the School's 3-person technology department, assisting in the support of the School's administrative and academic technology. The ideal candidate will be a knowledgeable, self-motivated individual with strong communication skills and the ability to troubleshoot and respond to the needs and abilities of a variety of end users, including students.

The primary job responsibilities include but are not limited to the following:

- Providing IT troubleshooting and support through in-person, ZenDesk, phone and email communication
- Maintaining the help desk (ZenDesk) ticket queue to ensure quality, timely responses to the community's technology needs
- Assisting faculty, staff and students with hardware and software issues related to macOS, iOS and Windows through a variety of tools including an MDM system and Remote Desktop
- Supporting Google Apps, Office 365 and a variety of web-based educational applications
- Organizing and maintaining classroom and office technology
- Maintaining various servers including Windows 2012 R2 and macOS
- Maintaining the School's phone system - extensions, configuration, handsets, etc.
- Keeping updated inventory of technology related hardware
- Keeping network and storage closets organized
- Supporting and maintaining the wireless network, web filter, firewall, printers and copiers
- Installing hardware (digital displays, projectors, network closet items, etc.) in a variety of learning/work spaces
- Working with third party vendors regarding orders & servicing of various systems and equipment
- Performing minor website tasks as needed
- Providing setup and support for audio and video needs for presentations and events, including recording and editing events on video

Qualifications

- Apple certified technician, A+ IT Professional preferred
- Experience with Apple OS 10.9 and higher, Windows 7 and higher, Google, Microsoft, Lightspeed Systems, Dell Sonicwall, HP preferred
- Associate's degree and a minimum of 2 years of relevant technical experience preferred
- Ability to work independently and as an effective member of a team
- The desire to contribute to and become an active member of our school community
- Experience working with children or within a school environment preferred

Our school does not discriminate on the basis of race, color, national and ethnic origin, age, gender, or sexual orientation in administration of our educational policies, admissions policies, financial aid, hiring, and other school-administered programs.

Qualified candidates should submit a letter of interest and resume to employment@gillispie.org