



The Buckley School values and supports diversity in the workplace and in the classroom.

IT Support Technician

GENERAL SUMMARY

This is a full-time position reporting to the Help Desk Manager, the IT Support Technician's role is to provide Tier I and II support to end users, maintain and support campus devices (e.g., workstations, laptops, printers, phones, mobile devices, etc.), and assist students and faculty with utilizing technology. This includes installing, diagnosing, repairing, maintaining, and upgrading all PC hardware and equipment to ensure optimal workstation performance. The IT Support Technician will also troubleshoot, research, document, track, monitor, and resolve technical problems (in person, virtually, by telephone, or by e-mail) in a timely and accurate fashion.

ESSENTIAL FUNCTIONS

- Provide Tier I and II technical support for all faculty, staff, and lab computers, tablets, peripherals, mobile devices, phones, and software
- Provide connectivity support for all student computers, peripherals, mobile devices, phones, and software authorized for use on campus
- Manage Mobile Device Management (MDM) system for iOS and/or macOS devices
- Responsible for maintaining and tracking hardware and software inventory for assigned equipment types
- Assist with audio/visual support for all end users
- Train school faculty and staff on application/system administration functions
- Develop and maintain application/system documentation
- Other duties and backup support as requested

RESPONSIBILITIES/DUTIES

- Perform onsite analysis, diagnosis, and resolution of desktop problems for faculty, staff, and labs, and recommend and implement corrective solutions, including offsite repair for remote users as needed
- Provide support tasks for classroom and lab technology equipment
- Install, configure, test, maintain, monitor, and troubleshoot faculty, staff, and lab workstations, tablets, peripherals and related hardware and software in order to deliver required desktop service levels
- Receive and respond to incoming calls, work orders, instant messages and/or e-mails regarding end user problems
- Maintain and monitor service desk system to record, update, escalate, and close trouble tickets in a timely manner
- Install, upgrade, support and troubleshoot Windows 7/10 and Mac OS and any other authorized desktop applications
- Collaborate with system/network administrator(s) to ensure efficient operation of the company's desktop computing environment

- Work with vendor support contacts to resolve technical issues within the desktop environment.
- Provide other technical services as necessary for the successful completion of projects
- Maintain adequate knowledge of operating systems and application software used to provide a very high level of support.
- Perform onsite analysis, diagnosis, and resolution of network connectivity problems for approved student devices and recommend and implement corrective solutions as needed
- Manage and maintain configuration, app & OS updates for all iOS devices
- Manage and maintain configuration, app/software updates for all (Windows) & macOS devices
- Create and maintain asset information for all end user tablets and mobile devices
- Assist AV Technician, as needed, with audio/visual hardware installation, testing, maintenance, training, and support for interactive boards, projectors, speakers, media players, etc.
- Provide technical training to end users as requested or needed
- Prepare and maintain system documentation
- Additional responsibilities and duties as may be assigned as required
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EDUCATION AND/OR EXPERIENCE

Position requires an AA/AS degree in computer-related field plus 1-3 years relevant work experience.

CompTia A+, Network + or MCP certification is a plus

SKILLS AND KNOWLEDGE

- Technical knowledge of networks, computers and tablets, including Microsoft Windows, macOS, and iOS platforms.
- Desktop support experience with outstanding customer service skills
- Experienced with Mobile Device Management (MDM) systems including configuration and maintenance skills
- Conceptual and hands-on experience with the following:
 - Printer installation and maintenance
 - Computer and tablet lifecycle, from deployment to decommissioning
 - Audio visual systems, such as projectors, speakers, etc.
 - Data cabling systems
 - Microsoft Office Suite and Google Suite
 - Apple Remote Desktop
- Strong verbal & written communication skills including proficiency in the basic rules of vocabulary, grammar, spelling and punctuation
- Organizational skills
- Demonstrated ability to work collaboratively with diverse populations, including students, parents, and faculty.
- Flexibility to occasionally work long hours, including occasional weekends and evenings

HOW TO APPLY

Interested candidates should their resume to Steve Ward, Help Desk Manager, at sward@buckley.org. In the cover letter/email please explain how you have included diversity, equity, and inclusion in your work with students or colleagues.

ABOUT THE SCHOOL

The Buckley School, a K-12 college preparatory school with 830 students, is one of the most respected independent schools in the Los Angeles area. Buckley is known for its unique educational philosophy, the 4-Fold Plan of Education, which marries a whole-child approach with elements of structure, as well as for its warm, intimate educational environment.

The school's curriculum balances academics, the arts, physical development and moral education. Its creative, personalized approach to education emphasizes high academic standards for all students, and includes traditional touches that develop the character and discipline that unlock students' potential.