



IT Support Technician

SUMMARY: The IT Support Technician (Level 1) provides first-line technical assistance to the Indian Mountain School community, including students, faculty, and staff. This role focuses on resolving technology issues, assisting with hardware and software troubleshooting, and supporting day-to-day help desk operations. The technician works under the supervision of the IT Director and collaborates with other team members to maintain a responsive and helpful technology environment across campus.

ESSENTIAL FUNCTIONS/REQUIREMENTS:

- Serve as the first point of contact for users seeking technical assistance in person, via phone, or email.
- Diagnose and resolve basic hardware and software issues on school-issued devices (laptops, iPads, etc.).
- Assist with inventory management of supplies.
- Assist with password resets, account setup, and access troubleshooting.
- Log help desk requests and maintain accurate documentation of support tickets.
- Support the 1:1 and classroom technology programs by preparing, maintaining, and deploying devices.
- Provide classroom or administrative support for printers, projectors, and other common technology systems.
- Assist with basic network connectivity troubleshooting (Wi-Fi, wired connections).
- Perform routine maintenance tasks such as software updates and peripheral setup.
- Escalate more complex issues to senior IT staff as needed.
- Participate in occasional after-hours or weekend coverage.

QUALIFICATIONS:

- High school diploma or equivalent required; associate degree or technical certification preferred.
- 1–2 years of experience in a technical support or help desk role, ideally in an educational or non-profit setting.

- Proficiency with major operating systems (Windows, macOS, iOS), office productivity suites, internet browsers, and Google Workspace tools.
- Strong problem-solving skills, keen eye for detail, patience, and a customer-service mindset.
- Willingness to learn new technologies and procedures in a fast-paced environment.
- Ability to maintain confidentiality and handle sensitive information appropriately.

PHYSICAL REQUIREMENTS:

- Must be able to lift and carry up to 40lbs (e.g. monitors, desktops, PCs, printers, equipment, etc.).
- Ability to walk, stand, bend, kneel, crawl and climb stairs frequently throughout the workday.
- Capable of working in tight or confined spaces.
- Manual dexterity to use hand tools, connect/disconnect cables, and handle small components.
- Visual acuity to read labels, device screens, and cables in varied lighting conditions.
- Must be able to sit at a desk and work at a computer screen for extended periods of time.
- Must be able to remain on feet for extended periods while setting up or troubleshooting equipment.

BENEFITS:

- Health insurance
- Retirement plan
- Life insurance
- Disability insurance
- Tuition remission
- PTO
- Free meals while on shift when school is in session

SCHEDULE:

- Full-time with the potential for overtime
- Day shift

To apply, please reach out to Lauren Lopane - lauren_lopane@indianmountain.org in the IMS Business Office.

Indian Mountain School seeks faculty and staff members who are eager to participate in an inclusive, respectful, and diverse school community. Candidates from diverse backgrounds are encouraged to apply. Indian Mountain School is an equal opportunity employer and does not discriminate on the basis of race, color, creed, religion, sexual orientation, national or ethnic origin in the administration of its employment policies, educational policies, admissions policies, financial aid and loan programs, and other school-administered programs.