Title: Information Technology (IT) Specialist

Department: Technology

Reports To: Director of Technology

Job Summary:
BB&N has an immediate opening for an Information Technology Specialist who reports to the director of information technology and assists in a variety of tasks essential to the department's operation. The position plays a key role in supporting mobile device management, network security, patch management, and audio-visual management. The position is based out of our Watertown office, and provides IT support to faculty and staff in a mixed platform environment. This position works normal business hours and occasional evening or weekend hours. This is a full-time (40 hour work week) non-exempt position. This position runs through the 2018-2019 school year and will be reviewed then to determine whether to renew it.

Context:
BB&N, a coeducational day school in Cambridge, MA, was established in 1974 by the merger of two independent schools, the Buckingham School and the Browne & Nichols School, founded respectively in 1889 and 1883. Located on three separate campuses, we work as one School in pursuit of excellence. We celebrate the diversity of our community which enriches our daily experience. At BB&N, we foster intellectual curiosity, critical thinking, and a deep concern and respect for others. The technology department provides hardware and software support to academic and administrative computing for four campuses.

Responsibilities:
- Support end-users as needed with common technology issues/problems related to computers, printers, wifi, phones, file-servers, databases, projectors, etc.
- Manage the audio-visual calendar for all school events, including covering occasional evening or weekend events, in order to ensure the success of AV at those events.
- Configure and maintain a mobile device management solution.
- Maintain a Windows software update server to update on-premises servers.
- Assist with configuration and maintenance of a Cisco Identity Services Engine NAC.
- Assist with configuration and maintenance of network monitoring software and reporting.
- Regularly review log files to interpret system and endpoint events needing remediation in order to proactively remediate issues and ensure network health and security.
- Assist teachers as needed with software applications and curriculum enhancement.
- Organize and track incoming bills to ensure all vendor accounts are paid on time.
- Keep track of equipment inventories and the replenishment process.
- Regularly review the IT help-desk ticketing system to ensure timely resolution or escalation of tickets, as well as proactive and effective communication with end users.
- Support the use of laptops and recording software for Upper School exams.
- Support Apple device imaging, deployment, and management.

- Create and maintain documentation of applications, systems, and equipment.
- Assist in supporting Cisco switches and wireless, Windows servers, VMware, Cisco phone servers, Apple servers, Antivirus systems, VPN, etc.
- Assist with physical installation of computers, cabling, and devices as needed.
- Other duties as assigned.

Desired Experience and Abilities:
- Experience in PC & Mac technical support and IT systems administration.
- Experience with projectors, sound systems, mixing boards, microphones, and video-conferencing.
- Experience with Active Directory, Group Policy, PowerShell, Windows servers, and Event Logs.
- Experience deploying and managing Apple laptops, iPads, and Chromebooks.
- Experience creating and maintaining user-friendly documentation for complex systems.
- Experience with databases, database administration, and learning management systems.
- Experience with Google Apps, Microsoft Office, and Adobe Creative Cloud suite.
- Experience with ticket-based help-desk systems and the ability to document problems and resolutions and clearly communicate issue status to clients, colleagues, and managers.
- Ability to work independently and prioritize complex project-oriented work.
- Ability to analyze existing procedures and develop improvements.
- Ability to interact with colleagues and students in a professional, cooperative, and courteous manner.
- Ability to teach others how to solve problems in a collaborative friendly manner.
- Excellent oral and written communication skills, organization, and attention to detail.
- Open willingness to provide any needed assistance pertaining to any technology problem.
- Patience, flexibility, and a sense of humor.

To apply, visit:
https://workforcenow.adp.com/jobs/apply/posting.html?client=bbnschool&jobId=212601&lang=en_US&source=CC3

Buckingham Browne & Nichols School does not discriminate on the basis of race, color, religion, creed, age, gender, national origin or ancestry, veteran status, sexual orientation, or any non-job related physical or mental disability. We welcome candidates who will increase our diversity; we encourage candidates of color to apply.