

IT Support Manager

Pingree School is a dynamic and aspirational, independent, coeducational day school on the North Shore of Boston, located on a beautiful 100-acre campus in South Hamilton, where approximately 390 students in grades 9 through 12 solve problems, build community, and learn how to learn. The Pingree community is dedicated to academic excellence and the development of high personal standards. Pingree believes that a love of learning flourishes best in a diverse community that respects truth, curiosity, creativity, humor, and independent and imaginative thinking. Committed to developing global citizens, Pingree actively seeks faculty, staff, and students of character and intelligence from diverse social, ethnic, and socioeconomic backgrounds.

Pingree School seeks an IT Support Manager to support, administer and maintain a multi-platform environment in an academic setting. This is a full-time (12 month), non-exempt position that directly reports to the Director of Information Systems. The hours of the position are 7:30 a.m. - 3:30 p.m., with occasional evening and weekend hours to support school events. This position is responsible for providing technology support for the administration, faculty, staff and students of Pingree. The ideal candidate is organized, creative, willing to take initiative, and comfortable interacting and engaging with multiple school constituents.

Qualifications and Skills:

- Two or more years of relevant work experience required, preferably in an educational setting and mixed platform environment;
- Bachelor's degree preferred;
- Proficiency with G Suite for Education, JAMF Pro, and relevant databases (e.g., Raiser's Edge, Veracross) preferred;
- Accomplished in problem identification and problem-solving techniques relating to the use of supported end-user hardware, software, and peripherals;
- Excellent organizational and project management skills;
- Ability to prioritize daily tasks on long-term projects and work in a fast-paced environment;
- Experience in providing training to a range of different ability levels;
- Effective written and verbal communication skills;
- Strong analytical, organizational, process, and problem-solving skills;
- Ability to support a diverse population of faculty, staff, and students with varying levels of computer knowledge;
- Self-starter and self-learner;

- Ability to provide occasional weekend and off-hours support for systems maintenance and scheduled on-campus events;
- High level of integrity, strong work ethic, and sense of humor;
- Ability to lift and move equipment up to 50 pounds, climb ladders and install overhead items, and to perform work for extended periods from a crawling or crouching position.

Responsibilities:

General Support

- Manage and catalog all user support requests;
- Provide hardware and software support for Windows, Mac, and Chrome OS and a wide variety of software applications;
- Provide training for faculty and staff members on new and existing technologies;
- Collaborate with Technology Educator and Director of Information Systems to support faculty and students;
- Serve as a liaison with vendors for warranty repairs and software support;
- Assist with Audio/Visual setup as needed for school assemblies, faculty/committee meetings, and special events;
- Work with the Director of Information Systems to update the technology plan for the school.

General Maintenance

- Perform basic wired and wireless network maintenance;
- Configure and maintain printers, scanners and other peripherals;
- Maintain our Active Directory and Google Apps environment;
- Monitor software updates and antivirus to ensure computers are up to date and protected;
- Implement and enforce security policies and procedures;
- Maintain equipment inventory;
- Prepare end-of-life systems for donation or recycling;
- Monitor the use and ordering supplies and consumables as needed;
- Stay informed regarding the newest developments in computer hardware and software (through literature, conferences, workshops, seminars) and how these technologies may be beneficial to the school community.

To apply for the IT Support Manager position, please send a cover letter and resume (in PDF or Word format), along with contact information for two professional references to Laura Ogden, Director of Human Resources, at logden@pingree.org.

Pingree School is proud to be an equal opportunity employer. Pingree School does not discriminate against applicants or employees on the basis of their race, sex, pregnancy or pregnancy-related condition, color, religion, national origin, age, ancestry, sexual orientation,

disability, gender identity or expression, veteran or active military status, genetics or any other category protected by state, federal or local law.