# IT Support Specialist
Immediate Opening
**Job Posting**

**DEPARTMENT:**         Information System
**Reports To:**         Director of Network Technology
**Posting Date:**         May 15, 2015

Summary: The IT Support Specialist is a member of the Technology Department and reports to the Director of Network Technology.  This is a full-time, 12-month position. The IT Support Specialist provides help desk support for the HB Community and oversees the School's computer imaging and hardware inventory.

**Essential duties and responsibilities:**

1. Monitor and respond to the help desk system to provide daily technical support to faculty and students, and analyze and report on Help Desk performance
2. Work with end-users and vendors to troubleshoot hardware, software and connectivity issues. Perform equipment maintenance as necessary.
3. Provide end-user assistance including training, documentation, and equipment/event setup/takedown.
4. Create, test and maintain imaging procedures, systems, images and documentation.
5. Image/reimage laptops and desktops including transferring data from previous device and installing additional software and settings as needed.
6. Maintain accurate inventory and reports of school equipment.
7. Prepare, document and work with vendors to recycle/dispose of retired equipment.
8. Other duties as assigned.

**Skills and abilities:**
1. Excellent technical, troubleshooting, and customer service skills.
2. Experience problem-solving and troubleshooting computer hardware, software, and related equipment such as printers, projectors and Smartboards.
3. Ability to clearly communicate technology solutions in a user-friendly, professional manner to all school constituents in person, on the phone, via email and through documentation.
4. Highly organized with a detail-oriented approach to work.
5. **Ability to work both independently and as part of a team**. A demonstrated commitment to teamwork and collaboration.
6. Motivated to learn, share and take on new challenges.
7. Must be able to lift up to50 lb., reach, bend, stoop and kneel.

**Education and/or Experience:**
1. Four year degree within field is preferred. Minimum of 2 years experience in a similar position or equivalent training and experience.  Previous experience in school environment preferred.
2. Experience with a range of software and operating systems including Windows (XP, 7 and 8), OSx, iOS, Google Apps for Education, Microsoft Office and Microsoft imaging tools, Symantec Ghost, Spiceworks. Experience with basic networking technologies, IPv4, WiFi, and Ethernet.

Interested candidates should send a resume and cover letter to:

Human Resources, Position ID #ITSS051115
**Hathaway Brown School**
19600 North Park Boulevard
Shaker Heights, Ohio  44122
hrstaffing@hb.edu    www.hb.edu   EOE

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