Helpdesk/Audio Visual IT Assistant

Sacramento Country Day School, the leading independent school in Sacramento and throughout the region, seeks a Technology Support Specialist for the 2025-26 school year. This is a full-time, 12-month position with benefits (100% employer-paid medical, dental, and vision premiums for the employee only), beginning on or after February 2, 2026. The annual salary range is $45,000-$55,000, depending on education and experience.

Serving over 600 students in pre-kindergarten through twelfth grade, Country Day's mission "inspires intellectual discovery and engages a diverse community to think critically, live creatively, and act compassionately.

Located in the capital of California, and roughly equidistant between San Francisco and Lake Tahoe, Sacramento is often cited as one of the country's most diverse and inclusive cities. Country Day proudly reflects our city; nearly 50% of our student body identify as people of color.

Country Day embraces the ideals of a liberal arts education. We encourage our students to develop the full range of their capabilities – intellectual, physical, creative, social, and moral, and we cultivate in them the habits and skills that will enable them to lead fulfilling lives. The ideal candidate will add strength to a wide range of programs and embrace a diverse and powerful learning community.

Position Summary:

The Helpdesk/Audio Visual IT Assistant provides frontline support to students, faculty, and staff. This entry-level role focuses on resolving basic technical issues, supporting classroom technology, and assisting with audiovisual needs for school events. The ideal candidate is eager to learn, has strong customer service skills, and is interested in growing their knowledge in IT and educational technology.

Responsibilities:

- Provide Level I helpdesk support in person, by phone, email, or ticketing system.
- Troubleshoot basic issues with:
- Laptops and desktops (Windows, macOS, ChromeOS)
- User accounts, passwords, and access
- Printers, copiers, and peripherals
- Network connectivity issues (e.g., Wi-Fi troubleshooting)
- Assist with setup, operation, and maintenance of classroom technology such as:
- TVs, projectors, smart boards, and display systems
- Teacher laptops, doc cams, speakers, and microphones
- Provide A/V setup and takedown for school events, assemblies, meetings, and professional development sessions
- Operate microphones, speakers, projectors, and other A/V equipment as needed
- Assist with inventory tracking, labeling, and organizing technology equipment
- Log support requests and solutions in the ticketing system

- Provide occasional after-hours support for major school events
- Document procedures and help guides for end users.
- Collaborate with the Director of Technology on projects and upgrades

Qualifications

Required:

- Associate's degree in information technology, Computer Science, or related field (or equivalent combination of education and experience)
- Basic knowledge of IT support, preferably in K-12
- Demonstrated experience supporting end users in a helpdesk or technical support role
- Strong knowledge of Windows, macOS, and Chrome OS operating systems
- Familiarity with mobile device management (MDM), School Information System, and Google Workspace or Microsoft 365 environments
- Excellent communication, patience, and customer service skills
- Ability to lift and move equipment (up to 50 lbs) and perform physical tasks associated with technology setup

Preferred:

- Experience with educational technologies such as Securly, TV Displays, Apple Classroom, Google Classroom etc
- Familiarity with Google Admin, Google workspace, and Microsoft 365

- CompTIA ITF+ or A+, Google Certifications or willingness to pursue

Personal Attributes:

- Strong interpersonal and communication skills
- Detail oriented with strong organizational habits
- Exposure to A/V equipment, projectors, TVs, speakers, and event support

Work Environment:

- Typical school environment: occasionally noisy, hands on, involving interaction with students of various ages
- Occasional lifting, carrying, pushing, and/or pulling
- Some stooping, kneeling, crouching, and/or crawling

School requirements include: Background check, First Aid/CPR training (school sponsored), negative TB result.

Equal opportunity employer: Sacramento Country Day School believes that each individual is entitled to equal employment opportunity without regard to sex, color, race, ancestry, religion, national origin, sexual orientation, age, disability status, medical condition, marital status, veteran status, or any other characteristic protected under federal or state anti-discrimination laws ("Protected Status"). SCDS's equal employment practices extend to recruitment, hiring, selection, compensation, benefits, transfer, promotion, training, discipline and all other terms, conditions, and privileges of employment.

Sacramento Country Day School is an inclusive community and welcomes applicants from all backgrounds. To apply, please send a single .pdf file that includes a letter of interest, resume, and list of three (3) references to Diana Figueroa, Director of Technology, at resume@saccds.org.