

Technology Support Specialist

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 \$50,000-70,000, 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 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. Our teachers are active in the school community, serving as advisors, trip chaperones, and coaches. The ideal candidate will add strength to a wide range of programs and embrace a diverse and powerful learning community.

Position Summary:

The Technology Support Specialist plays a vital role in supporting the technological needs of students, faculty, and staff across the school. This individual provides hands-on support for hardware, software, audiovisual, and network systems. The ideal candidate has prior experience in an educational environment, possesses strong troubleshooting skills, and is committed to enhancing teaching and learning through effective use of technology.

Responsibilities:

- Provide Level I and II technical support for users (students, teachers, staff, and administrators) via in-person, phone, ticketing system, or email
- Diagnose, troubleshoot, and resolve issues related to:
 - Computers (Windows, macOS, Chrome OS)
 - Student Information System (SIS) Blackbaud
 - Classroom technology (TVs, smart boards, displays)
 - Printers, copiers, and peripherals
 - User accounts and access management
 - Network connectivity issues
- Assist with setup and maintenance of classroom and office technology systems
- Support school-wide software deployments, updates, and device rollouts
- Document technical procedures and maintain support ticket logs

- Assist with technology inventory management including deployment, collection, and auditing of devices
- Collaborate with the Director of Technology to implement new technologies and optimize current systems
- Provide training and 1:1 support to faculty and staff on use of digital tools and platforms
- Take part in technology planning meetings and contribute to process improvement initiatives
- Assist with technology related events (professional development, testing, assemblies)
- Perform occasionally on call and after-hours support as needed

Qualifications

Required:

- Associate's degree in information technology, Computer Science, or related field (or equivalent combination of education and experience)
- 2+ years of experience in IT support, preferably in K-12 or higher education
- 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:

- Bachelor's degree in a related field
- Experience with educational technologies such as Securly, TV Displays, Apple Classroom, Google Classroom etc
- Experience managing devices using tools such as Jamf, Intune, or Google Admin Console
- CompTIA A+, Network+, or equivalent certifications

Personal Attributes:

- Strong interpersonal and communication skills
- Detail-oriented with strong organizational habits
- Collaborative mindset with a willingness to support and train others
- Adaptable to emerging technologies and rapid pace work environment
- Passion for supporting a mission-driven educational community

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 a list of three (3) references to Diana Figueroa, Director of Technology, at resume@saccds.org.