



## Lake Highland Preparatory School Position Announcement

### IT Help Desk Technician

#### About Lake Highland Preparatory School

Lake Highland Preparatory School is Central Florida's premier, private, college preparatory school for Pre-K through 12th grade. When students enter our classrooms, they meet energetic educators who are passionate about what they teach and who focus on developing the greatest potential of each student. Our classes are small, providing the optimal setting for students to be encouraged and inspired.

At Lake Highland Preparatory School, students learn to question, create, challenge, analyze, and speak and write critically. They love learning, and each day we watch them reach for excellence, seek new discoveries, shine on the stage, and thrive in athletics. We not only prepare our students for success in college and beyond, but we also teach them to be compassionate leaders who make ethical decisions.

#### Mission

Within an atmosphere of love, concern, and mutual respect, Lake Highland Preparatory School is committed to instilling Christian values, inspiring patriotism, developing leaders, and preparing students for college and lifelong learning through academically challenging programs and affirming competitive experiences.

#### Vision

Lake Highland Preparatory School develops and empowers students with noble character, keen intellect, and an enduring love of learning to thrive in a highly competitive, widely collaborative and ever-changing world. The school's "whole child" approach fosters confident, competent, and functional citizens who are intellectually, physically, emotionally, and spiritually prepared to pursue their dreams, achieve their full potential, and successfully cope with life challenges.

#### Summary

The IT Help Desk Technician is the first responder and problem solver for employee and student devices - the primary technician for all audiovisual systems and equipment and the level one and two device technician for laptops, desktops, iPads, printers, copiers, and other devices. This person is a member of the Technology Department and reports to the Associate Director of Technology. The IT Help Desk Technician is a full-time 12-month position providing help desk support for the 1:1 Mac Initiative at the Charles Clayton Campus (Middle School) and assisting on the Bradshaw Campus.

We encourage applicants from underrepresented groups to apply.

#### Responsibilities



- Act as a primary level 1 and 2 support for the 1:1 Mac Initiative and technology at the Charles Clayton Campus (Middle School) and Bradshaw Campus as needed.
- Assist in the management of the Mobile Device Management (Mosyle) system for iOS, macOS, and tvOS devices
- Provide tier one troubleshooting for student & employee laptops, desktops, iPads, printers, copiers, digital signage, and monitors across campus, including breakage, how-to's, and small to midsize problems
- Work with end-users and vendors to troubleshoot hardware, software, and connectivity issues. Perform equipment maintenance as necessary
- Maintain, troubleshoot, support, and repair A/V equipment: projectors, speakers, Cleartouch panels, Apple TVs, cameras
- Support general A/V needs at the Charles Clayton Campus (and Bradshaw Campus) by meeting with event organizers and ensuring that equipment is set up and ready for use, including troubleshooting issues during the event
- Manages daily help desk tickets, including setting prioritization, and provides timely support
- Maintain accurate inventory and reports of school equipment
- Prepare, document and work with vendors to recycle/dispose of retired equipment
- Assist with Active Directory, Google G Suite, Office 365, Learning Management System (Canvas) and others
- Responsible for maintaining and tracking hardware and software inventory for assigned equipment types
- Ensures all help desk requests are logged into the system
- Maintains proper communication and support notes
- Maintain inventory of replacement iPads, MacBooks, record damages and replacements
- Perform periodic maintenance on various systems on campus including but not limited to digital presenters and lab computers
- Evaluates and tests software/hardware
- Provide outstanding customer service by taking complete ownership of customer interactions and providing excellent service that meets the scope and guidelines of the department as well as following school policies
- Other duties and backup support as requested

## **Education/Experience**

### **MINIMUM**

- Four-year degree within the field is preferred. Minimum of 2 years experience in a similar position or equivalent training and experience
- Previous experience in a school environment preferred
- Experience with a range of software and operating systems including Windows 10, MacOS, iOS, GSuite for Education, Microsoft Office 365, Microsoft Office programs
- Experience working with MDM systems



- Experience working with help desk systems
- Experience with basic networking technologies
- Excellent technical, troubleshooting, and customer service skills
- Experience problem solving and troubleshooting computer hardware, software, and related equipment such as printers, projectors, and Smartboards
- Ability to clearly communicate technical solutions in a user-friendly, professional manner to all school constituents in person, on the phone, via email, and thorough documentation
- Highly organized with a detail-oriented approach to work
- Ability to work both independently and as part of a team. A demonstrated commitment to teamwork and collaboration
- Motivated to learn, share and take on new challenges
- Must be able to lift up to 50 lb., reach, bend, stoop and kneel

## **PREFERRED**

- Apple Certified Repair technician
- Experience working with Mosyle MDM
- Experience working with Canvas LMS
- Windows Server experience

## **How to Apply**

Please submit a cover letter indicating how you would succeed in this position, a current resume, and three professional references with at least one immediate supervisor (preferably current). The application deadline is **May 17, 2020**. All materials should be submitted electronically as PDFs and emailed to [careers@lhps.org](mailto:careers@lhps.org) specifying "IT Help Desk Technician" in the subject line.

This position announcement is intended to describe the general nature and level of work being performed by employees assigned to this job title and the education and skills required. This is not intended to be a complete list of all responsibilities, duties, and skills that are required or may be required in the future.

**Background Screening:** LHPS conducts background checks, including fingerprinting, and drug testing and may use a third party administrator. Background checks will be performed in compliance with the Fair Credit Reporting Act.

Lake Highland Preparatory School is an Equal Opportunity Employer.