

Technology Department Apple and JAMF Support Specialist

Tampa, FL

Founded in 1960, Berkeley Preparatory School is a co-educational, Episcopal affiliated, independent, college preparatory school with a current enrollment of 1,380 students in grades Pre-K through 12.

At Berkeley, we seek to educate the whole child by nurturing students' intellectual, emotional, spiritual and physical development so they may attain their highest potential. We are also committed to providing an inclusive and diverse learning environment that encourages values and recognizes each student as a unique individual. Visit us at: <http://www.berkeleyprep.org/teaching>

Berkeley is located on a beautiful and well-equipped 86-acre campus, consisting of 29 state-of-the-art buildings. Our proud mascot is the Buccaneer. Graduates are well-rounded individuals who have learned the core values of discipline, diligence and integrity and excelled in the academic, co-curricular and character realms.

Apple and JAMF Support Specialist:

Berkeley Preparatory School is seeking an Apple and JAMF Pro Support Specialist to buttress our one-to-one Mac and iPad program. Working out of our state-of-the-art Technology Center, the successful candidate will enjoy frequent interactions with Berkeley's students, faculty, and staff in helping to support their use of the school's outstanding computer technology. The Support Specialist works in a fast paced, team focused environment; supporting all members of the department in advancing the school's technology mission.

Candidates must show a strong willingness to receive feedback regularly, grow professionally, significantly contribute to the life of the school, and will be eager to work in a culturally and ethnically diverse environment

Responsibilities:

- Maintain a positive, professional rapport with students, parents, and faculty/staff; be helpful to all in need of assistance
- Provide technical support for OS X, iOS and Android devices for students and faculty/staff
- Set up, maintain, and troubleshoot peripherals, including printers, scanners, and audio/visual equipment
- Document status and resolution of user issues using the department's ticketing system
- Provide set up and support for academic events and performances
- Scrupulously respect privacy and confidentiality
- Execute additional tasks as assigned
- Provide end-user training as needed.

Requirements:

- The ability to recognize, analyze, and effectively solve problems in a timely and systematic manner
- Friendly, professional demeanor that can communicate technical information to a diverse audience.
- The ability to handle multiple, challenging tasks simultaneously
- A mature and professional attitude with a strong commitment to confidentiality

- Experience supporting OS X and iOS devices
- Experience with JAMF Pro
- Experience supporting Microsoft Office, Google Apps, and education focused applications
- Experience supporting wireless networking
- Highly motivated pro-active, self-starter, collaborative and collegial
- Ability to understand when problem escalation is appropriate
- A commitment to lifelong learning.

Preferred experience:

- 3+ years' experience supporting Apple devices in an educational environment
- OS X Apple Certified Support Professional
- JAMF 300 Certification

Compensation and Benefits:

The appointment will begin August 2020 and is a full-time position with full benefits. The compensation package will be very competitive nationally and commensurate with experience, degree attainment and the national independent school and college markets.

Interested Persons Contact:

Emilly Lasley
Hiring Manager
Berkeley Preparatory School
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All inquiries and nominations are kept confidential.

Berkeley Preparatory School does not discriminate on the basis of age, gender, religion, race, color, sexual orientation, gender identity, genetic information, disability, or national or ancestral origin in the administration of its educational policies, scholarship and loan programs, athletic and other School-administered programs, or in the administration of its hiring and employment practices. The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.