The Country School
Network Administrator
Job Description

Position Summary

The Country School, located in Easton, Maryland, is searching for a hard-working, energetic, self-starter to work as a Network Administrator.

Job Description

Reporting to the Head of School, the Network Administrator will provide technical support for the School. The primary responsibility is to respond to requests from students, faculty, staff, and administrators. Additionally, the Network Administrator may participate and lead short-term and long-term projects. Strong customer service skills will be needed to succeed in this position. Familiarity with, or willingness to learn remote learning technologies will be critical for this position.

Responsibilities

Provide technical support for students, faculty, and administration. This includes but is not limited to:

- Maintain the network and related infrastructure.
- Ensure the security and confidentiality of all data.
- Respond to service requests from tickets, emails, phone calls, and in-person requests.
- Document all requests.
- Installation of software and hardware in classroom settings.
- Troubleshoot hardware, software, and networking issues.
- Work with vendors to support software and hardware.
- Collaborate with the technology coordinator on hardware, software, and budget issues.
- Help generate technology resources for the faculty and help establish technology connections to enrich the curriculum.
- Advise the Headmaster on emerging issues and trends in technology.
- Create materials for, and provide technical training for faculty, staff, and administration.
- Other duties as assigned.

Personal Requirements

Excellent written and verbal communication skills.
Good interpersonal skills for working effectively with teachers, administration, and students.
Ability to learn new skills on the job as needed.
Strong Analytical skills.
Must be able to lift 50lbs.

Technical Requirements

Knowledge of TCP/IP networking, including switching, routing, DHCP, and 802.11 wireless networks.
Support desktop, laptop, and mobile devices
Ability to troubleshoot issues in iOS and ChromeOS.
Familiarity with Jamf MDM, G Suite for Education, Avaya Phone Systems, and most importantly MacOS software and devices.

Educational Requirements

Associate degree or higher in Computer Science or a related field preferred.
Industry-standard certifications preferred.
2 Years of experience minimum supporting computer hardware, software and AV equipment.
Equivalent training, education, and certifications may be substituted for experience.

How to Apply / Contact

Interested individuals should send a cover letter, resume, and list of references to Kristin Klakring, kklakring@countryschool.org.