



**THE STERLING HALL SCHOOL**

*Where boys belong.*

## **IT Support Analyst**

The Sterling Hall School (SHS), founded in 1987, is a leading independent school that specializes in educating boys during their formative years of Kindergarten to Grade 8. We are known for delivering innovative, proven and boy-focused programming that includes an exceptional academic curriculum and outstanding character education. Sterling Hall is a small, supportive environment with an actively engaged community of boys, faculty, staff, parents and alumni.

### **Summary of Position**

The IT Support Analyst is a key member of the school Technology team, which maintains the school's computing infrastructure including the internal network, databases, web sites, audio-visual equipment, and various platforms. The Technology team also provides user support to students, faculty and staff to help to ensure the smooth operation of the school.

Given the changing landscape of teaching and learning in response to the COVID-19 pandemic, the specific assignments associated with this role may change in response to evolving plans for returning to in-school instruction in September 2020. The successful candidate will need to be flexible about the specific assignments associated with this role, including the ability to work remotely.

### **Responsibilities**

- Provides first and second level technical support to community members across the school, including issues related to connectivity, databases, media production, audio-visual equipment, learning tools and credentials (this may be in person or remotely)
- Provides innovative, integrative ideas and solutions to meet classroom and administrative needs and projects
- Installs and configures computer hardware, software, systems, networks, printers
- Monitors and maintains systems and networks; repairs and replaces equipment as necessary
- Sets up and maintains accounts for users
- Assists with media creation including videos and slideshows
- Other duties as assigned from time to time

### **Qualifications and Experience**

- Computer Science - degree or diploma
- Other computing credentials
- Bachelor of Education is an asset
- Minimum of 2 years of relevant experience in the field

### **Skills and Attributes**

- Effective problem-solving skills
- Excellent interpersonal and conflict resolution skills
- Good written and spoken communication skills
- Service oriented; diplomatic and courteous; calm when dealing with challenges
- Able to prioritize competing demands quickly and meet strict deadlines
- A can-do attitude, motivated to support in any way possible
- Aptitude and interest in many technologies; recognizes trending technologies and issues

**Additional Information**

All résumés and cover letters should be forwarded by email to [careers@sterlinghall.com](mailto:careers@sterlinghall.com) for the attention of Marco Zimbalatti, Director of Information Technology.

The deadline for applications is July 24, 2020.

The Sterling Hall School is committed to fostering an inclusive, equitable and accessible environment.

We encourage all qualified candidates to apply. Upon request, accommodations are available for applicants with disabilities throughout the recruitment process.

We thank all candidates for their applications; however, only those selected for an interview will be contacted. For more information on The Sterling Hall School, please visit [www.sterlinghall.com](http://www.sterlinghall.com)