# THE KING'S ACADEMY

**Job Title:**       IT Support Professional
**Job Status:**      Full Time
**Exempt Status:**   Exempt
**Department:**      Information Technology
**Reports to:**      Information Technology Director

## Position Summary

As an IT member, you will be responsible for troubleshooting and maintaining technology hardware and software in both classroom and office environments as well as setup, troubleshoot, and maintain the IT infrastructure as a whole and perform other duties as required by the IT Director. Infrastructure includes, but is not limited to wireless/wired network management, content filter, Mobile Device Management, website, network monitoring and surveillance system.  This will involve troubleshooting, training, and support.

## Duties and responsibilities

School Information System Administration
- Ensure accurate usage of the SIS to maintain essential school data
- Troubleshoot issues
- Report and track issues with SIS provider
- Assist administrative departments in managing and streamlining projects
- Review SIS updates and functionality changes
- Staff and teacher training, and support for SIS

Helpdesk Support
- Respond to help desk requests in a timely manner
- Troubleshoot reported problems and take steps necessary to provide a resolution
- Communicate professionally and ensure end-user satisfaction

IT Infrastructure Support
- Install and configure computer hardware, software, systems, networks, printers and scanners
- Install and configure classroom equipment such as digital projectors, document cameras, etc.
- Maintain, troubleshoot and resolve network issues
- Maintain and troubleshoot Windows servers
- Maintain existing and run new Ethernet and fiber cabling
- Security – Maintain and troubleshoot video surveillance system

Staff Training
- Individualized hands-on training
- Department specific training
- New staff orientation

Website Support
- Maintain and update Staff, Student and Parent Portals
- Report and track issues with web site provider

Student and Parent Support
- User accounts
- Portal access
- Wireless network onboarding
- Email and emergency communications support and troubleshooting

IT Intern Supervision
- Assign and coordinate IT intern duties
- Take attendance
- Enter grades

## **Qualifications**

Education and Experience
- Bachelor's degree in computer science or related field
- Equivalent tech certifications, in lieu of the above, are preferred
- At least three years of work experience in a team-oriented, collaborative, and fast paced environment

Specialized Experience
- Help desk, preferably in a school environment
- Windows and MAC operating system support
- Active Directory and Group Policy
- DNS, DHCP, and networking experience
- Experience with Apple devices (iPad, MacBook, etc.)
- Experience with Google G Suite
- Familiar with LAN operations
- Software development experience including Java, Python, C++
- Demonstrated knowledge of web technologies such as HTML, CSS, PHP, and JavaScript
- Database systems experience is a plus (e.g. Microsoft SQL, MySQL, Postgres)
- Application support

Skills and Abilities
- Broad knowledge and experience in academic environment
- Above average skills in planning, organizing, training and documentation
- Excellent skills in time management, communication, listening, customer service
- Expertise with office and productivity software, and database queries
- Demonstrated ability to research computing issues, absorb and retain information quickly
- Ability to present ideas in user-friendly language
- Proficient in analysis and problem-solving
- General knowledge of Windows and MAC OS (Linux/Unix knowledge is a plus)
- Experience in prioritizing and executing tasks in a team-oriented, fast-paced environment

Other characteristics
- Commitment to serving Jesus Christ
- Ability to keep confidential information
- High level of patience and composure
- Highly self-motivated and directed
- Strong interpersonal communication and relationship-building skills

- Strong desire to learn
- Leadership and mentoring skills
- Ability to understand and relate to students, parents, and staff

## **Working Conditions**

This position requires that the employee work from Monday through Friday, and occasional weekends as necessary. The assigned workspace shall have adequate ventilation, heating and cooling, lighting, and free of dangerous obstructions and protrusions. While performing the duties of this job, the employee is occasionally exposed to electronic devices and components and their associated dangers. The noise level in the work environment is usually quiet to moderate; however, on occasion it may be loud.

While performing the duties of this job, the employee is occasionally exposed to moving vehicles, as well as students who might be running or walking absentmindedly.

## **Physical Requirements**

While performing the responsibilities of the job, the employee is required to talk and hear. The employee must be able to look at a computer screen for most of the day, sit for long periods of time, and use their hands and fingers to handle or feel. The employee is occasionally required to stand, walk, reach with arms and hands and to stoop, kneel or crouch. Vision abilities required by this job include close vision.

## **Unplanned Activities**

Employee is encouraged to participate in the following: Service Trips (involving traveling and serving with a group of students and staff), home groups (meeting with a group of students at the beginning of each day), and Fall retreats (with the students and staff). All employees are expected to attend department meetings as well as monthly staff meetings.