Technology Support Specialist

Job Status: Full-Time

Reports to: Director of Technology

Schedule: School year

Other duties: attendance on teacher in service days; summer professional development days

Position Summary

The primary role of the Technology Support Specialist is to provide technical support for faculty, administrative staff, and students. The Technology Support Specialist maintains classroom hardware and software, provides user access to network services and applications, and provides technology-related administrative assistance. End-user support is a vital role in the function of the school and involves many areas of responsibility.

Major tasks & duties

- Build collegial relationships with staff and students to provide friendly, efficient service.
- Serve as Helpdesk support for 80 staff members and 400 students.
- Collaborate with technical team and managed service provider to escalate and troubleshoot system and network level issues.
- Deploy and manage Apple based devices, accounts, and apps with Apple School Manager (ASM) and mobile device management system (MDM) JAMF.
- Provide technical and software user support for iPad, MacBook, printers, audio-visual equipment, and other peripherals including lighting and sound for school productions.
- Create teacher and student accounts for various educational platforms (Apple School Manager, O365, SeeSaw, LMS Schoology, SIS VeraCross).
- Document and record service incidences, hardware inventory, and procedures.
- Maintain all hardware inventory and stock of printer consumables. Collaborate in the evaluation, selection and implementation of technology hardware and software to support quality teaching, learning, and school operations.
- Provide how-to documents to end users with frequently asked questions and directions for utilizing hardware and software.
- Participate in ongoing professional development related to job responsibilities and follow industry trends to be flexible and proactive with platform changes.
- Comply with software licensing requirements and other security practices.
- Promote culture of safe, responsible, and legal use of technology.
- Perform other duties as assigned.

Minimum qualifications

- Three or more years of demonstrated hands-on IT experience in academic setting
- Knowledge of Apple devices - iOS and MacBook
- Experience with Mobile Device Management (MDM), JAMF a plus
- Proficiency with cloud services - Microsoft Office 365, G-Suite for Education, Adobe Creative Cloud
- Excellent problem-solving skills and an ability to manage multiple concurrent projects

Physical demands

Incumbents must be able to successfully perform the essential functions of the job, with or without reasonable accommodation.