

IT TECHNICIAN

Black Pine Circle School is a K–8 independent school in Berkeley, California. For over almost 50 years, we have nurtured lifelong learners through an inquiry-based Socratic education that places equal emphasis on academics and the arts. Our Lower School (grades K–5) supports approximately 130 students, and our Upper School (grades 6–8) supports approximately 200 students.

Position Description: The IT technician will be part of a collaborative technology team that serves both the lower and upper school campuses. This position will report to the director of human resources and operations. A successful candidate will be able to support a diverse and creative community of students and staff of various technological skill levels, and communicate effectively with all constituents.

Responsibilities:

- Provide technology support to students and staff.
- Work with the technology team to design and deliver technology training for staff.
- Manage requests for support via an online ticketing system.
- Support critical operational workflows for different applications, such as student information, email, and device management.
- Prepare devices that are deployed to students and staff.
- Maintain inventory records, including the database of deployed technology equipment.
- Coordinate system transitions and upgrades.
- Troubleshoot and repair Macintosh OS, Windows, and Chromebook computer hardware and software issues.
- Troubleshoot basic networking issues, escalating as needed.
- Set up computers and A/V equipment for events, occasionally providing after-hours event set up and support.
- Work with the IT Coordinator to spot trends, roll out proactive projects, and other duties as assigned.

Skills Needed:

- Technical knowledge of networks, computers, tablets, including Microsoft Windows, macOS, and iOS platforms.
- Ability to troubleshoot and/or repair macOS and Windows devices.
- Experience with Active Directory and FileMaker.
- Ability to maintain and troubleshoot network printers and copiers.

- Support in MS Office, Adobe Creative Suite, Google Suite for Education, with a strong familiarity with Google Meets.
- Ability to navigate and troubleshoot Zoom, Clever, Seesaw, Chrome OS, iOS, iPadOS.
- Experience with device MDM systems, VMWare, and Apple school manager highly desirable.

Qualifications and Requirements:

- Bachelor's degree preferred, relevant experience will be considered in lieu of degree.
- A commitment to the mission and educational philosophy of the school.
- Ability to work collaboratively with staff, faculty, and families.
- Excellent organizational and time-management skills.
- Strong interpersonal skills and excellent verbal and written communication.
- Must be detail-oriented and possess a self-motivated curiosity.
- Demonstrated ability and willingness to learn quickly and independently.

Working Environment: Sitting or standing for prolonged periods of time. Light to moderate lifting (up to 50 pounds). Reaching, stooping, pulling, pushing, bending, walking, writing, and keyboarding.

Hours and Compensation: This is a full-time position Monday through Friday. Compensation is commensurate with experience.

Black Pine Circle School is an Equal Opportunity Employer. We have an ongoing commitment to the creation of a workplace free of discrimination and harassment. We encourage applicants from all cultures, races, ethnicity, sex, religion, ancestry, sexual orientation, gender identity, national origin, age, physical or mental disability, pregnancy, military and veteran status, citizenship status, marital status, genetic information, height, weight, or any other status protected by federal, state, or local law. We are committed to a fair and equitable workplace where everyone is a respected and valued member of the team.