



JOB DESCRIPTION

TECHNOLOGY SUPPORT SPECIALIST

Title: Technology Support Specialist

Reports to: Director of Technology

Position: The Rodeph Sholom School seeks a full-time technology support specialist to join the technology department. The Technology Support Specialist will have broad responsibilities related to the technical support and customer service for a school of 150 faculty/administrators and 410 students in two buildings.

Duties:

- **Hardware/Software Support**

- Assists in all assigned technology projects;
- Installs and configures school applications on computers, laptops, mobile devices as required;
- Provides setup and configuration of computing peripherals such as printers, monitors, scanners, interactive smart boards, mice, special keyboards and other equipment as necessary. Troubleshoots computer and peripheral issues and provides hardware replacement, cleaning or repair as needed;
- Tracks inventory and assets;
- Maintains compliance with software/hardware licensing and inventory;
- Provides software installations and updates through our MDM solution. Knowledge of JAMF software is preferred;
- Performs hands-on fixes at the desktop level including installing and upgrading software and configuration of systems and applications;
- Performs research on technical computer topics as requested by direct supervisor;
- Provides configuration and support for all Apple hardware;
- Helps with Remote Management of wifi, Jamf and other systems as needed.

- **Helpdesk / Ticket System**

- Answers and responds to Help Desk requests in a timely manner; maintains current ticket information in the ticketing system;
- Closes requests in the ticket tracking system within one business day of completion.

- **Audio/Visual Support**
 - Set-up equipment for presentations and live broadcasts according to procedures established by the Technology Department;
 - Supports interactive boards and their projectors as well as standard LCD projectors.
- **Other**
 - Adheres to school and departmental policies and procedures;
 - Works closely with both technical and non-technical staff in all locations and is required to communicate effectively with both;
 - Removes and documents damaged, obsolete equipment and stores items securely for scheduled pickups;
 - Maintains technology standards as set by the Technology Department;
 - Assists other Technology staff on projects schoolwide;
 - Maintains confidentiality and integrity of all data accessed while performing the duties of the position;
 - All other duties as assigned by the administrator.

Other duties as assigned: There are times, based upon unusual work volume (increase or decrease), emergencies, or severe weather conditions, when it will become necessary for the Technology Support Specialist to perform work assignments beyond normal business hours.

Qualifications:

- Education: Bachelor's Degree with a specialty or focus in technology or relevant professional experience;
- Demonstrated proficiency in MAC and PC configuration, maintenance, and troubleshooting;
- Basic understanding of DHCP, DNS, TCP/IP;
- Ability to prioritize and schedule work duties in an efficient manner;
- Functional knowledge of the following:
 - Windows XP, 7, 8, 10
 - Chromebook and Chrome OS
 - Apple hardware, MAC OS and iOS
 - Support of Blackbaud Educational Management Systems
 - Web Browsers - Chrome, Safari
 - Google Suite and Microsoft Office
 - Wifi systems
- The following skills are preferred:
 - Familiarity with Blackbaud Raiser's Edge
 - Jamf MDM software
 - Cisco and Meraki wifi controllers
- Proven excellent customer service track-record with outstanding communication skills;
- Strong diplomacy; ability to effectively interact with a broad spectrum of people;

- High level of integrity and confidentiality;
- Ability to work independently and collaboratively; with minimal or no supervision.
- Candidate must have a minimum of two years of experience including ability to connect and configure computers and peripherals; relevant college degree may be considered as a substitute for work experience.
- School experience is a plus.

Physical Requirements:

This job requires the ability to perform the essential functions contained in this description. These include, but are not limited to, the following requirements:

- Periods of prolonged sitting at a computer screen;
- Ability to lift and move computers and peripheral equipment;
- Local traveling between two school campuses.

The successful candidate needs to be vaccinated for COVID-19 upon hire.

NON-DISCRIMINATION STATEMENT

Rodeph Sholom School is an inclusive and diverse community of students, faculty, administration, trustees, and staff and continues to integrate diversity into the life of the school. Rodeph Sholom School respects and values individuals whose differences include age, ethnicity, family structure, gender, learning styles, physical ability, race, religion, sexual orientation, and socioeconomic status.

Rodeph Sholom School is an Equal Opportunity Employer. It has been and will continue to be a fundamental policy of the school not to discriminate on the basis of any category prohibited by applicable federal, New York State and/or New York City laws/regulations. This policy applies to all aspects of the employment process, including hiring, promotion, demotion, compensation/benefits, performance evaluations, disciplinary actions, training, working conditions, layoff, and termination.

Compensation for this position is commensurate with experience and includes a competitive benefits package.

If interested, please send a resume and cover letter to Sarah Rolle, Director of Technology, at srolle@rssnyc.org. Please include Technology Support Specialist in the subject line.