



Position: Computer Technician

The School:

[Pine Crest School](#) is a not-for-profit, independent, all-faith school with two campuses in Fort Lauderdale and Boca Raton, Florida serving more than 2,600 students in grades pre-kindergarten through twelve. We believe in educating a generation of students to be emotionally intelligent, intellectually inspired, and prepared to change the world.

Technology at Pine Crest School is an essential part of all academic and operational aspects of the school. Wireless connectivity for internet and network access is available across both campuses. Every member of our community is provided with a school owned digital device to enhance their opportunities for teaching, learning, research, and collaboration.

Our students are bright, curious and hard-working, and aspire to attend the best colleges and universities in the country. Our teachers and staff meet – and surpass – a high bar in terms of providing an academic experience that supports our students and their families to meet those goals and we rely heavily on technology to carry out our mission.

The Position:

The Computer Technician is responsible for repairing and troubleshooting computers for students, faculty and staff. In addition, this employee will assist with repairing/troubleshooting classroom technology.

The Essential Job Functions:

- Greet and assist all Technology Center visitors.
- Answer phone calls, respond to inquiries and messages, and correspond with students, faculty, staff and parents in a timely manner.
- Address “counter repairs” when possible; complete necessary documentation of service requests to place into queue for further troubleshooting or repair.
- Set up, configure and install software on computers for new and existing students, faculty and staff.
- Diagnose and repair computer hardware and software problems presented in the Technology Center.
- Enter warranty repair requests through vendor websites; order warranty and non-warranty replacement parts; receive shipped parts; return broken parts.
- Assist other Technology Department team members with troubleshooting classroom devices (e.g., smart boards, a/v equipment, etc.).
- Record laptop and repair information in the Technology Center’s repair tracking database; update student information as needed.

- Communicate and share repair information/recurring issues or trends with the Technology Center staff and the rest of the Technology Center team.
- Speak clearly and convey a professional demeanor when interacting with students, teachers, staff and parents.
- Able to anticipate the needs of others and initiate projects; a self-starter.
- Demonstrate a customer-service attitude by explaining issues, repairs and technical information at a level accessible by the Technology Center visitor or caller (e.g., students, teachers, staff, parents).
- Maintain and complete filing for service tickets, rental forms, etc., in a timely manner.
- Build a positive working relationship with Technology team members and all members of the Pine Crest School community.
- Serve as back up to other Technology team members in their absence.
- Able to multi-task and shift priorities given changes in circumstances.
- Demonstrate a “can-do” attitude; follow through on requests until the task is completed.
- Maintain professional certifications.
- Assist in training new staff and team members.
- Perform other duties as assigned by the Technology Center Supervisor.

The following qualifications are required:

- Bachelor’s degree, or High School Diploma plus 3+ years of relevant work experience
- 3+ years of Windows and Apple operation system configuration, troubleshooting and repair;
- 3+ years of PC and Apple computer hardware installation, troubleshooting and repair

The following qualifications are preferred but not required:

- Experience with other laptop manufacturers and mobile electronic devices (Toshiba, Sony, Acer, HP/Compaq, iPad, iPhone, Samsung, Android, etc.
- Experience working with children (ages 5-18)
- Experience working on a small, close-knit team
- Apple Certified Macintosh Technician (ACMT)
- CompTIA A+
- Microsoft Certified

For security, all contractors and employees must submit to and pass an extensive background check.

The Application Process:

If you are interested in applying for this position, please put “Computer Technician” in the subject line and submit the following material by email to employment@pinecrest.edu:

- Cover letter indicating your interest and highlighting aspects of your background that qualify you for the position
- Two-page resume
- Contact information (email address and phone number) for at least three supervisors over the past seven years