

Nichols School
POSITION DESCRIPTION

TITLE	DEPARTMENT	REPORTS TO	HOURS	COMPENSATION YEAR
IT Support Specialist	Technology	Director of Technology	8am – 4:30pm M-Th 8am – 4pm F – other hours as needed	July - June

POSITION SUMMARY

The IT Support Specialist will work with the IT team to assist faculty, staff, students and administration in achieving their educational and operational goals.

DUTIES:

1. Troubleshoot hardware and software issues in classrooms and offices.
2. Train faculty, staff and students on the use of technology.
3. Configure account access and administration.
4. Administration and management of the School's student information system.
5. Image and update computers and servers.
6. Assist faculty, staff, students and parents with connectivity and access issues.
7. Ensure the network and servers are secure and functioning properly.
8. Provide audio/visual setup and support.
9. Additional projects as assigned.

SKILLS AND QUALIFICATIONS:

1. College degree or equivalent in a related field.
2. 3 or more years of experience in an educational setting.
3. Strong work ethic.
4. Experience with student information and learning management systems.
5. The ability to collaborate with teachers, staff and students to achieve their goals.
6. Work independently and collaboratively.
7. Flexibility to take on whatever task is required.
8. Maintain a professional and positive attitude and exhibit a high level of integrity.
9. Strong attention to detail and the ability to manage multiple concurrent tasks.
10. Ability to research and solve complex problems.