All Academy - Technology Support Specialist Job Description

Mt. Bethel Christian Academy, located in East Cobb in Marietta, has an opening for a full-time Technology Support Specialist. This position will actively assist our students, faculty, and parents in JK-12 grades with tech-related needs, troubleshooting, training, and Learning Management System platform. This position is expected to work closely with the Director of Technology and other senior administration. Please read below for additional details. To apply, please email a cover letter and resume to Chip Barber, Head of Operations, at chip.barber@mtbethelchristian.org.

Position Title: Technology Support Specialist|

Job Overview: This position is focused on working with all end users. The Technology Support Specialist will work in collaboration with the Technology Department for Tier 1 technology support, and will also work across all school divisions for implementation of various systems & training. The Technology Support Specialist will also assist onboarding all new constituents (students, parents, administration, and faculty).

Reports To: Director of Technology

Hours of work: Monday - Friday. 7:30 a.m. - 3:30 p.m. during the school year. Summer schedule is Monday - Thursday, but flexibility is required. Support specialist may need to stay later for staff meetings or as needed. This is a twelve-month position.

Date Opening: April 1, 2021.

Requirements:

- Bachelor's degree in education or related technology field
- Previous teaching experience is a plus but not required.
- Excellent interpersonal skills and the ability to work with students, parents, and teachers. Candidates will interact frequently with Mt Bethel Christian Academy constituents (students, parents, administration, and faculty).
- Proficiency with Mac OS and iOS.
- Ability to independently troubleshoot technology issues.
- Attention to detail and good problem-solving skills.
- Work with both small and large groups to facilitate learning, particularly for the school's LMS (Learning Management System), *Schoology*. Prior experience with any LMS is a plus.
- Be a self-learner, be motivated to master new technologies, and demonstrate an aptitude and desire for learning new systems.
- Work with STEM Teachers in project preparation as needed. Technology Support will not be required to teach the class, but STEM teachers may need help setting up projects, rooms, or facilitating classes.
- Help with imaging and preparing student devices each year.

Position Details:

- Position requires self-motivated learning to troubleshoot and support all academy devices and systems.
- Technology Support will work in collaboration with the Technology Department to help answer Tech Support Tickets in a timely manner to ensure all technologies are running smoothly. They will work with a combination of Mac OS devices (mostly MacBook Airs), iPads, and audio-visual equipment such as projectors and interactive SMART Boards. Technology Support will frequently communicate directly with all Mt. Bethel Christian Academy constituents, and must be committed to maintaining a high level of professionalism. For documentation, excellent written and verbal communication skills are necessary.
- The Technology Support Specialist is a primary contact for constituents' inquiries concerning Schoology (Learning Management System). This includes assistance on how to create assignments, enter grades, etc, via both person training and creating video tutorials. The Technology Support Specialist will also handle on-boarding students and families with Schoology. Division Heads may also request specific Schoology training for their students and staff as needed.
- Technology Support may assist the LS and MS STEM teachers with setting up projects or work with them in the classroom for specific projects.
- Ideal candidate is required to assist with the school's after school Robotics program, FIRST Lego League.