

# LINCOLN SCHOOL

## P R O V I D E N C E

### **Technical Support Specialist**

#### **Summary:**

Lincoln School, founded in 1884, is an independent Early Childhood-Grade 12 Quaker school for girls in Providence, Rhode Island. We are looking to hire a Full-Time Technical Support Specialist. This 12-month position will support the successful operation of the School. This individual will be the first point of contact for all IT questions, including any application or hardware support questions and issues. They will analyze and diagnose issues and offer a prompt response and resolution. The Technical Support Specialist must deliver outstanding customer service in a timely and efficient manner and have the ability to work a flexible schedule to support evening events.

#### **Essential Functions include but are not limited to:**

- Fully resolving all technical issues by identifying and implementing solutions with the help of high-level support
- Managing the help-desk ticketing system by providing technical assistance and support for all technology users. This involves creating and maintaining logs of issues and prioritizing and communicating resolution with users
- Diagnosing and solving hardware and software issues as well as evaluating and performing hardware and software installations, configurations, and updates as needed
- Providing step-by-step end-user training as needed for hardware/software. This may involve writing "how-to" documentation and videos
- Assist with monitoring and maintaining the school's computer systems and networks
- Responsible for tech setups for meetings and special events which often happen in the evenings

#### **Experience and Training:**

- One to three years of experience supporting multiple users in Mac and Windows environments including applications and hardware
- College or technical degree in the technology field or a high demonstrable technical aptitude and substantial professional experience that provides equivalent knowledge, skills, and abilities
- On-going professional development to ensure that you remain knowledgeable of relevant technology that would be beneficial in an educational environment
- Demonstrated hands-on experience in current technologies including state-of-the-art hardware and software capabilities

- Preferred technical experience:
  - MacOS and Windows 10 troubleshooting and support
  - Knowledge of wired and wireless networking basics
  - G Suite administration
  - Office 365 administration
  - 3D printer use and troubleshooting
  - Apple MDM solutions like Jamf, Mosyle, or Airwatch
  - Bash or other scripting languages
  - Microsoft Office
  - Ticket management
  - Asset tracking

**Requirements:**

- Ability to provide inspirational support, advocacy and technology assistance to faculty and students
- Ability to diagnose and solve a wide range of problems with operating systems, hardware, and applications efficiently and effectively
- Strong troubleshooting, critical thinking, and organizational skills; ability to manage interrupt-driven workload. Demonstrated ability to focus on the task at hand and excellent attention to detail
- Demonstrated time management skills; ability to prioritize support requests and work on multiple tasks with minimal supervision, and escalate support requests as necessary to ensure that all support requests are resolved within acceptable time frames.
- Excellent analytical and problem-solving skills
- Written and oral communication skills. Calmness and polite rationality with a bias towards customer service. Ability to project a professional demeanor at all times (and under pressure) in order to assess which people need more immediate assistance and act accordingly
- Fluency in reading, writing and speaking in English. Additional abilities in Spanish are strongly preferred
- Work schedule will be 7:30 am to 4:00 pm with the flexibility for evening events

Interested candidates are encouraged to send a cover letter, resume and a list of three references that includes name and contact information to Julie Stafford, Human Resource, Benefits, and Payroll Manager at [jstafford@lincolnschool.org](mailto:jstafford@lincolnschool.org).

*Lincoln School is an Equal Opportunity/Affirmative Action Employer. Members of underrepresented groups and all persons committed to culturally responsive teaching are strongly encouraged to apply. Lincoln School values having diverse faculty and staff and strongly encourages applications from people of color, women, and people who are multilingual and share our commitment to educating girls to fearlessly embrace the opportunities and responsibilities of full citizenship in a complex world.*