JOB POSTING

Job Title: **Tech Support Process Coordinator**	**Department:** Information Technology
Date Created: April 2011	**Date Last Revised:** September 2015
Reports to: Director of Information Technology	**FLSA:** Non-Exempt

Job Summary

The Tech Support Process Coordinator is a member of IT Department of The Governor's Academy. This position constitutes the first point of contact for support requests, and is responsible for general technical support and distribution of the software applications and interfaces that are used at the Academy, including but not limited to: Google Apps for Education, Microsoft Windows (XP/7/8/10, Server 2003/2008/2013), Mac OS X and Server, Veracross, Blackbaud Raiser's Edge and Financial Edge, Microsoft Office, SQL Server, and Extreme Networks NAC/OneView/IdentiFi. More important than any single element of software competency, however, is an ability to build relationships and communicate effectively with a wide variety of constituencies.

Additionally, this person handles projects related to databases and web portals, both internal and external. The Tech Support Process Coordinator coordinates the online enrollment and re-enrollment process, working collegially with other departments as needed. These projects, being external in nature, must be carefully coordinated for detail and correctness, as well as clarity of interface and consistency of messaging and visual identity.

Essential Job Duties and Responsibilities

- Provide end-user technical support to faculty, staff and students on a wide variety of technical issues including printing, network connectivity, software, hardware and user account management.
- Manage technical support requests as they arrive, from onsite or remotely.
- Serve as primary contact for parents and other outside users for access to Academy systems as appropriate.
- Build and maintain a library of documentation for Academy systems and processes.
- Coordinate the setup and deployment of new computers for faculty and students.
- Serve as a primary point of contact for Veracross support, and maintain a relationship with the Veracross Account Manager. Maintain the Veracross database and be aware of changes.
- Liason with the Office of Admission and the Academic Office for Veracross database needs.
- Review and test the configuration of applications (product releases, product changes, service packs, and critical fixes) prior to distribution and installation.
- Build strong internal relationships.
- Ensure that school assets are maintained.
- Remain on the forefront of emerging industry practices
- Experience in a school environment preferred
- Other duties as assigned.

Qualifications and Skills Required for Position:

- Bachelor's Degree is required.
- Minimum of three years of experience at independent secondary school preferred.
- Self-motivated and with a strong desire to achieve goals.
- Ability to interact professionally with all levels of the Academy community – the Headmaster, faculty and staff.
- An open, creative, professional and collaborative style.
- Excellent oral and written communication skills.
- Creative ability, a positive outlook, and a sense of humor.
- A high level of integrity, attention to detail and an extraordinary work ethic.
- Ability to work collegially; must be committed to working in a diverse community and have the ability to communicate effectively with diverse populations; must enjoy working with young people in a boarding school environment.
- Must possess valid driver's license.
- Must successfully complete criminal background check.

Supervision Received

Reports directly to the Director of Information Technology.

To Apply: Interested candidates should send a cover letter and a resume to Aaron Mandel, Director of Information Technology at employment@govsacademy.org.