



# THE GOVERNOR'S ACADEMY

## JOB POSTING

<b>Job Title:</b> Tech Support Specialist	<b>Department:</b> Information Technology
<b>Date Created:</b> April 2011	<b>Date Last Revised:</b> December 2015
<b>Reports to:</b> Director of Information Technology	<b>FLSA:</b> 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 (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.

### 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.
- Maintain Active Directory users, groups, and policies
- Serve as primary contact for parents and other outside users for access to Academy systems as appropriate.
- Maintain a library of documentation for Academy systems and processes.
- Coordinate the setup and deployment of new computers for faculty and students.
- 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 for the Tech Support Specialist position, please click [here](#).**

**Statement of School Values:** As an educational community, the Academy has an administration, a faculty, and a student body committed to learning. We pursue this commitment in a dynamic environment that fosters lifelong intellectual independence, responsibility, teamwork, service, and respect for others. We are committed to creating and maintaining a diverse and inclusive community that is physically and emotionally healthy.

Applicants for employment are considered without regard to race, color, religion, sex, sexual orientation, marital status, national origin, ancestry, genetic information, age, disability, status as a veteran or being a member of the Reserves or National Guard, or any other category protected under state or federal law.

*Nothing in this Job Description restricts The Governor's Academy's right to assign or reassign duties and responsibilities to this position at any time. This position is at will, which means that it can be terminated by the employee holding the position or by the Academy at any time, with or without notice or cause.*