Mobile Learning Support Specialist

The MLSS serves as the primary contact for troubleshooting support for Mirman's campus wide 1:1 Laptop program and mobile devices such as iPads. The MLSS ensures mobile device software and hardware operate smoothly in the classroom environment assisting Lower and Upper School Technology Integrationist. Reports to the Director of Technology and works closely with the Network/Systems Administrator.

Responsibilities

Software
- Set up, configure, and deploy software using Managed Software Center. Follow-up with application requests from teachers.
- Perform regular laptop updates for Grades K-3.
- Identify and resolve technical support requests for students.
- Perform large-scale OS updates on all devices over the summer.

Hardware
- Call in device repairs to service providers such as Apple and MacToSchool while maintaining an on-going log of deployed loaners.
- Perform Tier 1 and 2 Tech Support for student devices.
- Manage and maintain inventory of all peripherals relating to mobile equipment including battery chargers and laptop bags.
- Collaborate with Director of Technology and Network/Systems Administrator during transition phase of purchasing new devices (update, assign, and maintain inventory in student database).

LEAP (Upper School elective program)
- Manage online sign-up form for teachers and students sending out weekly reminder emails pertaining to latest news and updates.
- Log students who do not sign-up on time and notify Head of Upper School if offense is repeated.
- Communicate between faculty and students regarding updates in system while resolving and enhancing the LEAP system
- Introduce LEAP web application interface to students by provide yearly on-board training for incoming US1 students or all subsequent US students if a new Interface is developed.