Job Position: Technology Support Technician (TST)

St. Mary's Academy Overview:

St. Mary's Academy, located in Englewood, Colorado, is Metro Denver's premier Catholic, independent school offering rigorous academics in its co-ed lower and middle schools, and its high school for girls. St. Mary's Academy offers a safe yet innovative program that embraces all student backgrounds and fosters character and moral development from Junior Kindergarten to Graduation.

St. Mary's Academy is a tight-knit community where faculty and staff serve as role models for the students in accordance with a mission to foster excellence in each child through academic achievement, spiritual development and service. The qualities of a strong work ethic, desire for personal growth, and commitment to life-long learning that St. Mary's Academy expects of students is likewise an expectation for faculty and staff. Each day, too, is an opportunity to live the Loretto School Values of faith, community, justice, and respect.

St. Mary's Academy is committed to recruiting and retaining a diverse faculty and staff who are dedicated to their profession and to the well-being and life of the St. Mary's Academy community. St. Mary's Academy does not discriminate on the basis of age, color, sex, disability, marital status, national or ethnic origin, race, sexual orientation or religion. This policy applies to all areas of student concerns: educational policies, admission policies (historically high school admission is open to women only), scholarship, and grant-in-aid programs, athletic and other school-administered programs as well as employee/personnel concerns. St. Mary's Academy is an equal opportunity employer.

Job Description:

The SMA Technology Department is an energizing place to work and grow professionally and our technology program, including the 1-to-1 laptop program, HS Robotics club, and computer science curriculum, plays an essential role in supporting our mission and enhancing the teaching and learning at St. Mary's Academy.

The Technology Support Technician Role

We seek an energetic, responsible, and reliable Technology Support Technician (TST) to help ensure that all technology on campus works effectively and reliably. Ultimately, the goal is to assist faculty, students, and staff integrate laptops and other technology tools into their work and studies however the role is first and foremost a customer service position. As such, excellent customer

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service skills are essential.

The Lead TST will mentor the Technology Support Technician to help him/her learn and master all aspects of end-user academic technology. The Technology Support Technician will report directly to the the Lead TST, who in turn reports to the Director of Technology.

The ideal candidate will possess strong communication and people skills, as well as an enthusiasm for K-12 education. S/he also will demonstrate initiative, curiosity, flexibility, independence, patience, and a good sense of humor.

Technology Support Technician Responsibilities

User Support:

- The Technology Support Technician will provide direct end-user help desk support for the entire Academy, which includes roughly 950 students, teachers, and staff.
- Utilising an online Help Desk ticket support system, the Technician will:
    - o Create and update online support tips, directions, tutorials, and documentation.
    - o Diagnose and repair hardware and software problems.
    - o Facilitate repairs with third party vendors and monitoring warranty work.
    - o Support users with Google Apps for Education and other academic online systems.
    - o Troubleshoot classroom AV technology issues.
    - o Provide multimedia set-up for special events.
    - o Assist in network connection problems.
    - o Foster a culture of empowered self-help and troubleshooting.
    - o Assist with training of students related to digital tools and practices.
    - o Will stay current with emerging trends and best practices in educational technology.

Qualifications/Requirements:

While the Technology Support Technician is an entry-level position, but there are certain qualifications and requirements to ensure the Technician's success in the role. Those qualifications include:

- Preference given to High Ed Degrees in education, technology, or related fields.
- Ability to work 40 hours a week, with occasional overtime to support A/V for evening or weekend events.
- Exposure to basic computer hardware and software (MacOS, iOS, and Google Chromebooks prefered).
- Exposure to G Suite / Google Apps for Education or Office 365 for Education.
- Technology support involves tactfully handling and putting out many simultaneous fires (metaphorically). Candidate must be comfortable and confident running *into* the fire.

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- MOST IMPORTANT- Ability / willingness to learn new technologies as needed and provide excellent general customer service at all times.
- Resonance with the St. Mary's Academy mission: *St. Mary's Academy fosters excellence in each child through academic achievement, spiritual development, and service. The Loretto School values of faith, community, justice and respect provide the foundation for students to be powerful agents of change.*

Hourly Rate:

Rate is competitive for an entry level position of this type.

How to Apply:
Interested candidates should email or scan a resume to:

Contact Person:
Peter Estacio
Director of Technology
St. Mary's Academy
4545 South University Blvd.,
Englewood, CO 80113
E-mail of Contact Person: tech-jobs@smanet.org

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