Senior IT Specialist

Maret School is looking for an Senior IT Specialist to join our Technology Team, faculty, and community. The Senior IT Specialist is a key member of the Technology Department who serves as technical support expert to faculty and students and is responsible for all administrative and academic technology systems school-wide. Ideal candidates will be highly organized, collaborative, creative problem-solvers who are excited to work on a strong team in support of colleagues in a fast-paced K-12 school setting. Professionalism, maturity, patience, warmth and the ability to deal with unpredictability are vital in this role. Reporting to the Director of Information Services and Technology, this position is responsible for providing support for computer and network questions/issues on campus and documents, tracks and monitors issues to ensure a timely resolution. This position also provides support related to academic and administrative functions and collaborates, brainstorms and shares best practices within the department and the school community. Candidates must have a strong and demonstrated commitment to Equity & Inclusion and reflect Maret's Mission and Core Values.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Respond to requests for all levels of technical support: identify and research problems, document, track, and monitor the issue to ensure an accurate, timely and efficient resolution—escalate issues to third party IT vendors as needed
- Manage and support computers and operating systems including but not limited to macOS, Windows, iOS, and ChromeOS
- Maintain computer hardware, application software, printers/copiers, and peripherals in classrooms, libraries, computer labs and administrative offices
- Support administrative and academic SaaS platforms/apps/tools – Google, Office 365, Zoom, JAMF MDM, amongst others
- Provide network support and maintenance in consultation with our managed services provider – servers, connections, switches, servers, and wireless
- Analyze existing procedures and develop improvements for optimum use of technologies
- Develop and maintain internal documentation for key systems and services, as well as documentation of processes, workflows, and standards as needed
- Work in collaboration with Director of Information Services and Technology to research and implement technology initiatives as appropriate: plan, organize, and deliver projects, and other duties as assigned by the Director of Information Services and Technology
- Work closely with and provide support to the Director of Academic Technology and the Instructional Technology Coordinator, who are also part of the department
- Adhere to the IT maintenance schedule; Execute on backup plan, archiving, housekeeping and other maintenance tasks on a regular and as required basis
- Maintain an inventory of the school's hardware and software
- Maintain the IT onboarding/offboarding processes, user accounts, and group policies.
- Create, and maintain technology documentation and tutorials for the school community; Provide 1-on-1 and group training to users as needed
- Respond to after-hour emergencies; support the mitigation and resolution processes
- Engage in regular professional development that supports the school

DESIRED EXPERTISE & EXPERIENCE

- In-depth knowledge of and experience supporting macOS, Windows, iOS, and ChromeOS clients
- Certifications associated with IT systems support and networking are desirable
- Ability to troubleshoot network systems problems - Palo Alto Firewall, HP Switches, Aruba APs
- Knowledge of audio/visual systems
- Ability to install and maintain network cables and equipment (switches, routers, etc.)
- Demonstrated experience planning and executing on technology related projects
- A bachelor's degree in a technology-related field

Other Related Requirements:
- A desire to support faculty and staff in the use of technology
- Strong organizational and time-management skills
- Ability to analyze situations accurately and adopt an effective course of action
- Ability to interact with users in a professional, cooperative, and courteous manner; Patience, flexibility, and a sense of humor
- Ability to communicate effectively with constituents who have varying degrees of comfort using technology
- Must be able to lift/pull up to 50 pounds

To learn more about our community, please visit maret.org. Our historic campus is in the heart of Washington, D.C. and offers a unique setting, where students and faculty alike demonstrate a sense of energy, imagination, and entrepreneurial spirit. At Maret, everyone seeks a broader perspective – an expanded understanding of each other, our community, and the larger world. Equity and inclusion are at the heart of all we do. Maret School stands firmly behind the principle that the admission of students, the employment of faculty, the operation of programs, and the governance of the School be open to all who are qualified regardless of race, creed, color, national origin, ethnic origin, or sexual orientation. We believe that this principle is both firmly grounded in the spirit of American democracy and in keeping with the civil responsibilities of an independent school.

Every Maret employee must abide by our Code of Conduct.
To apply, please send cover letter and resume **BY EMAIL ONLY** to Jean-Philippe Fontaine, Director of Information Services and Technology at jpfontaine@maret.org. Please email from individual email accounts as we will not open materials sent from a third-party firm or address. Unfortunately, we will not be able to respond personally to every applicant. You will hear from us only if your experience matches our current needs.