



Server and Imaging Engineer

The Harpeth Hall School is one of the country's premier independent college preparatory schools for girls and young women in grades 5-12. A pioneer in the field of women's education with origins in the 1860s, the school combines a superior program deeply rooted in the liberal arts tradition with proven instructional techniques that are most meaningful for girls. Teachers and administrators cultivate a love of learning, a commitment to honor and integrity, and the leadership skills students will need in the future. This is a vibrant, forward-looking school with a rigorous, innovative curriculum and exceptional teaching. In addition, outstanding and extensive arts, athletics, service learning, and co-curricular activities provide students with a rich educational experience. The strength of the school today results from the extraordinary vitality and richness of its past.

Harpeth Hall is a national leader in the use of technology to enhance teaching and learning. The campus-wide wireless network was the first in Middle Tennessee. In 1999, Harpeth Hall piloted its one-to-one laptop program. That program expanded to grades 7-12 in 2001 and to grades 5 and 6 in 2005. At every level, the faculty and students use technology to advance learning.

Job Summary:

The role of the Server and Imaging Engineer is to analyze, evaluate, configure, and administer a broad range of service-based tools for teaching, learning, and operating the school.

He/she works to recommend, install, configure, and manage servers and active directory as well as oversee and maintain the laptop imaging process. A vital part of the technology team, s/he also investigates and software solutions for administration, staff, faculty and students. He/she also repairs and services laptops and provides a high level of service in a friendly and professional manner.

This position requires someone with excellent technical skills as well as the ability to manage projects, collaborate with colleagues, and relate to students. Technical knowledge and skills must be combined with an understanding of the users' needs. The ultimate goal is to provide a reliable infrastructure that will enable efficient user productivity. This is a full time, 12-month, FLSA exempt position. This position reports to the Director of Information Services and joins a team of nine members in the department

Qualifications:

- Degree in a computer-related/technology field
- Network administration experience
- Supervisory experience desirable
- Ability to work both independently and as part of a team

- Ability to remain calm and supportive while in the midst of a technology crisis
- Ability to communicate effectively with both adults and students
- Good listening and questioning skills
- Experience with Windows servers
- Creativity, strong analytical skills, and good organizational skills
- Ability to multitask, establish priorities, and meet deadlines in a fast-paced environment
- Strong documentation skills and attention to detail
- Experience in K-12 environment preferred
- Sense of humor is a plus

Responsibilities:

Administrative or management

- Oversee server installation, configuration, and documentation
- Analyze systems and provide solutions to technical problems
- Accurately track service and server issues and identify recurring issues, patterns, and systemic problems
- Analyze systems and procedures and make recommendations for improvements to the hardware and software
- Maintains access to library of images and other shared server files
- Oversee and manages configuration, installation and maintenance of all printers and copiers
- Oversees and manages the imaging process for all machines on campus
- Develop and maintain documentation of imaging and server processes
- Oversee and manage all aspects of the school's makerspace including budget, purchasing, and maintenance of machines (3D printers, laser cutters and CNC routers)

Hardware and software

- Work with users to define needs, resolve problems, and recommend solutions
- Perform troubleshooting, maintenance and repair of computers, printers, peripherals, and AV
- Provide server management on hardware and software
- Maintain technologies (including Active Directory, Group Policy, etc.) to ensure server security
- Conduct research on server hardware and software and provide recommendations to the Technology Director and Director of Inf. Services
- Maintain confidentiality of passwords and other sensitive and/or private information
- Perform user creation and management on various systems
- Install and test updates and patches on Windows and Linux
- Oversee System Center in the imaging and update process

Leadership

- Prioritize effectively the needs of the customers and fellow team members

- Represent Harpeth Hall and the department in a positive manner

Professional or staff development

- Train and collaborate with teachers in using the makerspace
- Remain current on hardware, software, network, and maintenance developments on ever-changing technical updates, service issues, and general skills
- Maintain certifications as needed
- Establish and maintain cooperative and effective working relations with all constituents and colleagues

Other duties as needed

- Assist with hardware support
- Perform other server and network tasks assigned by the Director
- Train helpdesk technician on key duties as needed