Job Title: Software Support/Tech Coach
FLSA Classification: Exempt
Responsible to: Director of Information & Instructional Technology
Last Modified: February, 2018

Position Summary: The Software Support/Tech Coach is responsible for the support of software systems used by faculty, staff and students of The Haverford School. The position is also responsible for coaching faculty to facilitate the integration of technology into the classroom. A critical member of the Technology Team, the Software Support/Tech Coach is a 12-month position, reporting to the Director of Information and Instructional Technology.

ESSENTIAL DUTIES AND RESPONSIBILITIES
Software Support; Canvas (LMS), Google Apps for Education (GAFE), Apple iPad Deployment

- Prepare and provide front-end Canvas LMS support and training to faculty.
- Manage and resolve Canvas helpdesk tickets; research and resolve Canvas LMS functionality issues.
- Provision and manage Chrome devices and assign Google apps via GAFE Administration.
- Troubleshoot Chrome browser and Chromebook issues as assigned by the Help Desk system.
- Use the school Mobile Device Management software to configure and deploy iPads; assign Apple apps to campus Apple mobile devices; troubleshoot iPad app / Apple TV issues.
- Maintain inventory of Apple IDs and iPad purchases.
- High-level support responsibilities for campus desktop software applications and a variety of academic software and web services including, but not limited to: digital signage, KeepNTrack security, SMART Notebook and Epson Interactive.
- Install, configure, maintain and troubleshoot a wide range of software used throughout the campus.
- Document and maintain software systems processes and procedures; assist with Technology Website.
- Maintain campus wide software inventory. Track software licensing and renewals.
- Troubleshoot and support A/V issues - ie: Smartboards, interactive projectors

Technology Coaching

- Collaborate with instructional staff for instructional planning, co-teaching, and modeling strategies for effectively integrating technology into the classroom.
- Develop and maintain a collection of just-in-time classroom technology resources.
- Provide training, documentation and support of instructional software.
- Maintain a variety of files, documents and/or records for the purpose of documenting activities concurrent with the functions of the Technology Coach.
- Work with Director to facilitate professional development related to instructional technology needed to implement the school's Technology Integration plan.
- Work with the Director to ensure that the Digital/Technology Literacy Curriculum is being instituted across Divisions.

TECHNOLOGY TEAM RESPONSIBILITIES

- Function as backup for the Helpdesk; perform basic troubleshooting of hardware and software.
- Collaborate with the Tech Team in supporting the technical needs of the school community.
- Configure and deploy network equipment, laptops and other mobile devices, desktops, printers, and

classroom technology
- Respond to software-related problems assigned by the Helpdesk system. Assist with customer requests via telephone, email and in person.
- Maintain expertise in computer technology. Be knowledgeable about technology trends in schools.
- Other duties as assigned by the Director of Information and Instructional Technology

Minimum Acceptable Qualifications
- Bachelor's degree in a related field
- 3-5 years of work experience in the technology field, preferably in Education
- Experience in the integration of technology in classroom instruction
- Experience in MAC and PC environment
- Knowledge of audiovisual equipment and iPad deployment

Desired Skills and Abilities
- Previous technology experience in education; supporting, integrating and training of Google Apps, Microsoft Office, Learning Management Systems, SMART Notebook, and a plethora of academic software and web services.
- Windows, Apple and iOS operating systems, software application, and end user troubleshooting resources.
- Ability to effectively troubleshoot users' software application problems, and to build capacity in individual employees and teams.
- Troubleshoot basic network and desktop problems related to the campus software systems.
- Communicate clearly and concisely, both orally and written.
- Ability to interact with users in a professional, cooperative, and courteous manner

Physical Requirements and Work Environment
- Works in an environment dealing with a wide variety of challenges, deadlines and a varied and diverse array of contacts
- May work at a desk and computer for extended periods of time
- Be able to occasionally lift up to 30 lbs. of computer equipment
- Crawl under or around furniture to install computer equipment
- Work primarily in a traditional climate controlled office environment

Contact Information
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Communication via email preferred. Send application, cover letter, and resume to:
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