Job Title: Software Support Specialist / Tech Coach
FLSA Classification: Exempt
Responsible to: Director of Information and Instructional Technology
Last Modified: October 2021

POSITION SUMMARY: The Software Support Specialist / Tech Coach position shares responsibility for supporting the various software systems used by faculty, staff, and students at The Haverford School and for supporting the implementation and integration of technology in PreK-12 classrooms. A critical member of the Technology Team, the Software Support Specialist / Tech Coach is a 12-month position, reporting to the Director of Information and Instructional Technology.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Software Support Specialist
- High-level support responsibilities for various software systems on campus including, but not limited to: Carousel digital signage, KeepNTrack security, SMART Notebook and Epson Interactive, Clevertouch software, desktop software applications (Office, Google Apps, Adobe) and a variety of academic software and web services.
- Use the school Mobile Device Management software (Jamf) to configure and deploy iPads; assign apps to campus Apple mobile devices; troubleshoot iPad app / Apple TV issues.
- Install, configure, maintain, and troubleshoot a wide range of software used throughout the campus.
- Document and maintain software systems processes and procedures.
- Maintain campus wide software inventory. Track software licensing and renewals.
- Troubleshoot and support A/V issues - i.e., Smartboards, interactive projectors, Clevertouch
- Assist with provisioning and managing Chrome devices; troubleshoot Chrome browser and Chromebook issues as assigned by the Help Desk system.

Technology Coaching
- Collaborate with instructional staff for instructional planning, co-teaching, and modeling strategies for effectively integrating technology into the classroom.
- Share and model best practices and competencies based on leading education technology organizations and frameworks.
- Prepare and provide front-end Canvas LMS support and training for faculty.
- Manage and resolve Canvas helpdesk tickets; resolve Canvas LMS functionality issues.
- Develop and maintain a collection of just-in-time classroom technology resources/toolkits.
- Provide training, documentation, and support of instructional software for faculty.
- 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
- Collaborate with the Tech Team in supporting the technical needs of the school community.
- Respond to software-related problems assigned by the Helpdesk system via telephone, email and in person.
- Assist team members on as-needed basis
- 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 ACCEPTALBE QUALIFICATIONS
- Bachelor's degree in a related field, with at least 3 years of work experience in the technology or education field
- Ability to effectively train faculty in technology use
- Knowledge of sound teaching strategies
- An understanding of multiple operating systems
- Knowledge of audiovisual equipment and iPad deployment
- Ability to interact with users in a professional, cooperative, and courteous manner

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.

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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