



# BERNARD ZELL

## ANSHE EMET DAY SCHOOL

*Bernard Zell Anshe Emet Day School ([www.bernardzell.org](http://www.bernardzell.org)) is an independent Jewish day school for the 21<sup>st</sup> century where academic purpose, collaborative learning, and deep commitment to humanity develop engaged, confident learners and compassionate leaders for a stronger, more vibrant community and world. A pluralistic community day school, Bernard Zell welcomes students and families of varied religious beliefs and observance. The school combines Jewish learning and tradition with the best of innovative educational practice in a challenging and nurturing learning environment.*

<b>Job Title:</b> Systems Support Specialist	<b>Department:</b> Information Technology	<b>Supervisor:</b> Director of IT
<b>Date Available:</b> Immediately	<b>Date Posted:</b> 04/13/2016	

### The Position

The Systems Support Specialist's primary responsibility is assisting with the day-to-day operations of the technology department. S/he will support the school by providing first-level technology support, and troubleshooting various systems, printers, and peripherals. The Systems Support Specialist will report to the Director of Technology.

### Primary Job Responsibilities:

- Manage online help-desk ticketing system; escalate/assign tickets to other team members
- Provide help-desk support for teachers, students, administrators, and administrative staff
- Install, troubleshoot and maintain Apple desktop/laptop computers and OS X software.
- Maintain and troubleshoot Apple IOS devices such as iPads
- Install, troubleshoot, and maintain audio/visual equipment including but not limited to DVD players, projectors, interactive whiteboards, and cameras
- Maintain and lead the Mac software deployment process
- Assist in implementing and educating users in best practices
- Build and maintain an inventory of hardware, software, equipment, supplies, including warranty and service records
- Install, troubleshoot, and maintain printers and copiers
- Order and maintain inventory of ink and toner
- Assist Network and Systems Administrator with server related tasks, including software updates, server installations and regular maintenance
- Other duties to be assigned by Director of Technology

### Required Qualifications & Skills:

- A minimum of 2 years experience in IT help-desk function
- Experience troubleshooting Mac OS X software environment
- Experience with Microsoft Server products and Linux based operating systems
- Excellent verbal and written communications skills

- Ability to be resourceful and work independently
- Ability to prioritize and handle multiple tasks successfully with strong attention to detail
- Familiarity or experience with Casper JSS
- Familiarity with Apple Scripting, Bash and Python

**Preferred Qualifications:**

- BS in CS, CIS or related discipline or comparable years of work experience
- Experience troubleshooting Windows Software
- Other certifications (Cisco, Apple, Microsoft, A+, etc) advantageous
- Experience managing a Google Apps environment and creating Google Apps scripts
- Familiarity or experience with network infrastructure, including switches and access points

**Work Conditions, Benefits, etc.**

- General work day 7:30 AM to 4:30 PM, including 1 hour lunch/break time
- Work is performed on site, Bernard Zell does not offer a telecommuting option
- Full-time employee benefits include employer-subsidized medical, dental, life and disability insurance, 403B retirement plan, parking or public transportation, daily lunch and breakfast; as well as optional vision insurance
- Must be willing and capable of lifting up to 50 lbs.
- Sick, personal and vacation days subject to length of tenure

**How To Apply**

Interested candidates should submit a cover letter and resume to [techjobs@bzaeds.org](mailto:techjobs@bzaeds.org) with Systems Support Specialist in the subject line. As a condition of employment, all applicants must successfully pass a criminal background screening.

**Equal Opportunity Employer**

Bernard Zell Anshe Emet Day School has a long-standing policy of equal employment opportunity for every person regardless of age, race, color, disability, marital status, gender, sexual orientation, national origin, ancestry, or citizenship.

Bernard Zell recruits, hires and promotes individuals without regard to these characteristics, and all staffing decisions are based solely on the qualifications of each individual and the legitimate educational needs of our students.

The school does not discriminate in working conditions, physical facilities or any other terms, conditions or privileges of employment, including transfer, compensation, training, promotion, demotion or separation based on age, race, color, disability, marital status, gender, sexual orientation, national origin, ancestry or citizenship. Bernard Zell Anshe Emet Day School seeks to provide a work environment that is free from discrimination, intimidation, and harassment based on any of these or other characteristics.