

THE NUEVA SCHOOL

TECHNOLOGY & A/V SUPPORT TECHNICIAN

BACKGROUND

The Nueva School, located in the Bay Area of Northern California and founded in 1967, is an internationally recognized independent school PK-9 expanding to PK-12 serving gifted and talented students. The school is a three-time winner of the *US Department of Education National Blue Ribbon Award*, winner of the *American Institute of Architects Award for School Design and Sustainability*, recognized as an *Apple Distinguished Program*, appointed an *Ashoka Changemaker School*, a co-founder of the *Common Ground Speaker Series*, sponsor of the *Innovative Learning Conference*, and was highlighted by the Pulitzer Prize-winning and New York Times best-selling author Thomas Friedman in his recent book *That Used to Be Us* in the chapter *Average Is Over*.

Nueva is a student-centered school known for its distinctive integrated studies, constructivist project-based learning, and its pioneering work in social emotional learning and design thinking. The school also offers specialist teachers in visual and performing arts, music, physical education, reading, math, science, technology, programming, engineering, entrepreneurship, social emotional learning, and design thinking. Our school community inspires passion for lifelong learning, fosters social and emotional acuity, and develops the imaginative mind.

The Support Technician will report to the Manager, Technology Office, and has as its core objective the health of the school's computers and end-user devices. The Support Technician should have some experience supporting many types of technology needs for many types of users. This position is key to maintaining the productivity of users in a highly visible, successful, and collaborative school.

RESPONSIBILITIES

- As the Technology Office's support point person, this position is responsible for initial prioritization, troubleshooting, resolution, escalation, and timely response to user requests and issues.
- Provide in-person, email, and phone support for faculty, staff, students, parents, and board members.
- Set up computers, printers, and A/V equipment for events.
- Provide classroom technology support (including, but not limited to: Smart Boards, interactive projectors, document cameras, web services).
- Troubleshoot and repair Windows and Macintosh OS computer hardware and software issues.
- Deploy and modify standardized installation images for deployment and maintenance of devices.
- Assist with password resets, new accounts, permissions, and general troubleshooting.
- Troubleshoot basic networking issues, escalating as needed.
- Maintain documentation for network, user applications and software.
- Work with Tech Office to spot trends, roll out proactive projects, and other duties as assigned.

QUALIFICATIONS

Strong people skills are needed. The candidate must be able to support a diverse and creative community of students and adults of various skill levels, and interact smoothly with others in the Technology Office. The position must also be able to remain supportive and patient, yet efficient, thorough and nimble, in a fast-paced, energetic environment. The candidate must also be able to provide complex information in understandable format to members of the Nueva community in written and spoken form. Finally, the candidate must be scrupulously detail-oriented, have strong and quick troubleshooting abilities, and have excellent verbal and written communication skills with a dedication to follow-through, while possessing a demonstrated ability and willingness to learn quickly and independently.

Candidates should have a minimum of 2 years experience with the following:

- Troubleshooting and/or repairing Mac OS X devices (10.9, 10.10, 10.11, MBPro).
- Troubleshooting and/or repairing Windows devices (Windows 7, 8, 10).
- Troubleshooting iOS devices (iPads).
- Used imaging tools for mass deployment & upgrades (preferably Casper).
- Administer user and mailbox accounts in Active Directory and/or Exchange.
- A/M/C phones on VOIP systems (preferably Shoretel).
- Maintaining and troubleshooting network printers and copiers.
- Troubleshooting projectors and interactive whiteboards.
- Supporting MS Office, iLife, iWork, Adobe Creative Suite.
- Preferred: Apple Certified Macintosh Technician and familiarity with Apple GSX.

The physical demands described here are representative of the essential functions of this position:

- Ability to lift 50 pounds
- Bending, stooping, crawling and reaching.
- Repetitive (keyboard) motion

OTHER INFORMATION

This is a full-time, benefits-eligible position available for immediate hire. To apply, please send a cover letter, resume, and three references via email to echen@nuevaschool.org.