

4/8/2016

POSITION: Technical Support Specialist
REPORTS TO: Director of Technology
STATUS: Exempt and Salaried
HOURS: 7:30am – 4:30pm, Monday through Friday,
plus additional hours for after-school events, as needed

Organization Overview

St. Paul's School for Girls is an independent, college-preparatory school with over 400 girls in grades 5-12 located on a coordinate campus serving girls and boys from six weeks through 12th grade. *St. Paul's School for Girls educates hearts and minds in an inclusive community that is grounded in the Episcopal values of respect, integrity, and spiritual growth. We empower voice, nurture intellectual curiosity and creativity, and inspire confident leaders who serve in the world.*

Position Description

This position has the primary responsibility to maintain the SPSG computer-based information systems, including networks, software applications, and computer hardware, through system configuration, installation of hardware and systems, and maintenance and troubleshooting of equipment; and providing technical expertise to faculty, staff, and students.

Major Responsibilities

- Administration, installation, and maintenance of all hardware and systems including providing required upgrades and administration of WAPs and DHCP server in coordination with our third-party IT service provider (Please note that we work with a third party provider for IT support (Mindshift) with which this position will liaison and collaborate with for large projects and IT system updates and issues.
- Provide hands-on support to provide assistance to faculty, staff, and students in a courteous manner and provide guidance to help them troubleshoot.
- Facilitate the configuration and maintenance of switching equipment, firewalls, hosted IP services, IP phone system
- Provide support and assistance on all network issues to maximize network performance and make improvements
- Assist the Director of Technology with ensuring the school's infrastructure and hardware meets the needs of all school constituencies by designing and implementing solutions and maintaining network systems
- Administering school's policies regarding the use of computers and data access (e.g. updating software, setting passwords etc.)
- Assist in the administration of Active Directory and Exchange, Citrix network, and learning management system
- Assisting in the technical needs for assemblies, meetings, and events when needed
- Troubleshoot issues with audio, projection, and phone equipment in classrooms and offices
- Secure network system by establishing and enforcing policies, and defining and monitoring access

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- Upgrades computers, peripherals, printers, A/V systems, network equipment and software applications (e.g. installation, testing, configuring, etc.) for the purpose of meeting the computer processing needs of students, faculty, and staff
- Prioritizing and managing multiple projects
- Build professional relationships within community, specifically students & faculty & staff, to foster the most effective learning environment.

Key Qualifications

- Strong customer service, interpersonal, communication, and organizational skills.
- Skill in competencies such as network, application, operating systems monitoring, and troubleshooting software
- Knowledge of operating systems, environments and network protocols, routers and configurations, and data security
- Understanding of the systems that support the day to day technology functions in schools
- Ability to function well both independently and in a team setting.
- Displays effective multi-tasking & time management skills
- Knowledge of computer use in the school environment preferred: Familiarity with Windows and Apple OSX platforms; knowledge of both 1:1 bring your own laptop and laptop cart programs; understanding of technology and online tools that support video editing, publishing, blended and online learning, and data analysis and web 2.0 tools for learning
- Familiarity with academic settings, preferred

Full-time employees are eligible to participate in SPSG's comprehensive benefits program, which includes, but is not limited to, medical, dental, vision, disability and 403(b). Other supplemental benefits include free lunch, fitness center and tuition remission for ages two and older.

Interested candidates can send their cover letter, resume and list of references to Shannon Duckett, Human Resources Director, at sduckett@spsfg.org. SPSG is an equal opportunity employer.