

**Technology Support Specialist  
Franklin Road Academy**



**About Franklin Road Academy**

Franklin Road Academy is a pre-kindergarten through 12 co-educational independent school located on a 57 acre campus in Nashville, Tennessee. Our mission is the following:

***Franklin Road Academy provides a challenging educational experience in an inclusive Christian community, with an unwavering commitment to develop leaders of integrity and purpose.***

We will:

- **Inspire** in our students a lifelong love of learning through a dynamic academic program which will prepare them for success in life;
- **Encourage** students to discover their passions through opportunities in academics, the arts, athletics, and servant leadership;
- **Nurture** leaders of integrity, guided by Christian principles, compelled to lead lives of compassionate global citizenship.

**Technology Support Specialist**

FRA is seeking a Technology Support Specialist to begin March 1, 2017. The Technology Support Specialist is a full-time 12 month position. The Technology Support Specialist is responsible for providing all areas of computer related technical support including installation, maintenance and troubleshooting of computers, peripherals, applications software and other classroom equipment.

**Responsibilities:**

- Provide technical support, advice and assistance to faculty and staff with technical, hardware and system problems.
- Implement preventative maintenance in accordance with IT department policies.
- Install applications software on the network and maintain documentation.
- Evaluate, respond, organize and assign all technology support tickets from end users using FRA ticket system.
- Discuss software applications with teachers/staff to specify level of satisfaction and/or the need to modify software.
- Provide technical advice and assistance to faculty and staff including training in the use of software and equipment.
- Maintain database of campus hardware (desktops, laptops, printers, etc.) and software inventory and resources.
- Responsible for the management and inventory of printers and toner.
- Set up and operate technology equipment for meetings, school functions or class related activities.
- Prepare and setup Apple iPads (Meraki) for student deployment in the summer and for classroom deployment.
- Set up and operate technology equipment for meetings, school functions or class related activities.
- Collaborate with the FRA Technology Team regarding computer hardware and software and all other related technology issues; attend regular technology meetings.
- Perform other duties to support the mission of the school.

***Qualifications:*** Bachelor's degree in computer science, technology, telecommunications, or a closely related field and a minimum of four years of experience in the installation, maintenance and technical support of computer software and hardware applications. Experience in a school setting preferred but not required.

***Application Process:***

Candidates should complete the [online employment form](#) to submit the employment application. If you experience technical issues with the form, please submit a letter of interest, resume, and statement of educational philosophy to [careers@franklinroadacademy.com](mailto:careers@franklinroadacademy.com)

*Franklin Road Academy does not discriminate on the basis of race, color, religion, national or ethnic origin, disability, sex or age, in its employment practices, or in administration of educational policies, admission policies, scholarship and financial aid programs, athletic programs, or other school-administered programs. Franklin Road Academy is an Equal Opportunity Employer.*