

## Technical Support Specialist

The Technical Support Specialist is a member of the technology department, which is integral to the operations of the school. The Technical Support Specialist is responsible for computer repairs/installations and A/V support throughout the 14-acre Oakland hills campus. The dedicated, six-person tech team works with faculty, students and administrators in a fast-paced and dynamic environment. You must possess excellent interpersonal skills and have a can-do attitude with teamwork mentality. The Technical Support Specialist will report to the Director of Infrastructure Technology.

### Responsibilities

- Provide excellent end-user support for software, hardware, printers/scanners, fax machines, and other services.
- Monitor helpdesk tickets and resolve technology issues in coordination with the Lead Helpdesk Technician.
- Set up, maintain and troubleshoot Mac OSX, Windows, iOS and Chrome devices and peripherals.
- Tracking inventory of hardware, licenses, and other IT assets including maintaining complete, accurate and appropriate documentation.
- Install, configure, troubleshoot, update, and image hardware as needed.
- Maintain and troubleshoot all printers, laptop carts and other resources on campus.
- Assist teachers, students, and the administrative team with daily technology use.
- Assist in the creation of documentation and tutorials focused on classroom, office or school-wide technology initiatives.

### Qualifications

- Bachelor's degree in Computer Science or a related field with three or more years in desktop and technical support role/experience.
- Three or more years of experience in the setup, configuration, troubleshooting of desktop/notebook hardware and software (Mac OSX, Chrome and Windows).
- Experience supporting Mac OSX desktops and notebooks in a networked environment.
- Experience with Google Apps for Education and administration.
- Excellent verbal and written communication is a must.
- Minimal knowledge of TCP/IP networking, related network services (i.e., DNS, SMTP, DHCP, etc.).
- Ability to climb a ladder to service classroom projectors and similar equipment.
- Previous school experience a plus but not mandatory.
- Must be physically able to lift up to 30 pounds.
- Availability for on-call weekend support as needed.

### Head-Royce School

Founded in 1887, Head-Royce is an independent, non-denominational, coeducational college-preparatory,

K-12 school, which offers a challenging educational program to educate the whole child. The mission of the School is to inspire in our students a life-long love of learning and pursuit of academic excellence, to promote understanding of and respect for the diversity that makes our society strong, and to encourage active and responsible citizenship.

Head-Royce enrolls 875 students and the three separate divisions — Lower, Middle and Upper— provide a dynamic, holistic education to every student. Students enjoy rich cultural experiences, because of both the breadth and diversity of the student population and the numerous opportunities to travel abroad as exchange students and on service missions. There are 155 faculty and staff who are creative, dedicated and leaders in their respective fields. Admission is highly competitive with students coming from a wide range of geographic locales.

### **Other Considerations**

Compensation: Competitive

Location: Oakland, California

Travel: Light

Education: Bachelor's degree required, advanced degree(s) a plus

Start Date: August 2015

Website: [www.headroyce.org](http://www.headroyce.org)

### **To Apply**

Interested candidates are asked to submit a letter of interest, a current resume and three professional references. Files should be sent via email to [jobs@headroyce.org](mailto:jobs@headroyce.org) with the subject line “Technical Support Specialist.”

*Head-Royce School is an equal opportunity employer and makes employment decisions on the basis of merit. We want to have the best available person in every job. School policy prohibits unlawful discrimination based on age, color, creed, disability, gender, marital status, national origin or ancestry, race, religion, registered domestic partner status, sexual orientation, physical or mental disability, a medical condition including genetic characteristics, or any other consideration made unlawful by federal, state or local laws.*