

Position Title: Technology Support Specialist
FLSA Classification: Non-exempt, 100% FTE, 12 month schedule of duties
Reports to: SHS Systems Engineer & Director of Technology

Position Purpose: The Technology Support Specialist provides hardware and software support to students, staff, and faculty on campus. This includes software, hardware and operational support to ensure minimal down time and greatest productivity.

Essential Functions

- Providing help desk / technical assistance and support for all technology users for client hardware and software issues at the support centers on the SHS campus. This involves creating and maintaining logs of issues, prioritizing them and communicating resolution with users.
- Providing end-user training as needed for hardware / software / network technologies. This may involve writing “how-to” documentation and videos.
- Fully resolving all technical issues by identifying and implementing solutions.
- Identifying when system problems require larger-scale resolution, such as manufacturer training, product replacement or upgrade.
- Tracking inventory and maintaining inventory in good working condition.
- Installing new software and maintaining licensing compliance.
- Software and hardware testing.
- Update support tickets statuses in the campus helpdesk application.
- Keeping logs of tasks so that others can follow the work process if needed.

Qualifications:

- Minimum of three years of experience supporting multiple users in a Windows and/or Mac environment.
- College or technical degree in the technology field or a high demonstrable technical aptitude and substantial professional experience that provides the equivalent knowledge, skills and abilities.
- A minimum of four years of experience supporting Windows and Mac OS, applications and hardware.
- Demonstrated experience in current technologies including state-of-the-art hardware and software capabilities.
- Clear commitment to the educational philosophy of the school as articulated in the Goals and Criteria of a Sacred Heart Education and professional behavior based in it.
- Ability to provide inspirational support, advocacy and technology assistance to faculty and students.
- Ability to diagnose and solve a wide range of problems with operating system, hardware, and applications efficiently and effectively.
- Strong organizational skills; ability to manage interrupt-driven workload. Demonstrated ability to focus on the task at hand and excellent attention to detail.
- Strong understanding of the Windows and Mac operating systems, Windows servers, wired and wireless networking.
- Demonstrated time management skills; ability to prioritize support requests, and work on multiple tasks with minimal supervision, and escalate support requests as necessary to ensure that all support requests are resolved within acceptable time frames.
- Effective, polite and eager communicator, both written and verbally. Calmness and rationality with a bias towards customer service. Ability to project a professional demeanor at all times and under pressure and to assess which people need more immediate assistance and act accordingly
- Team-player and ability to work well with a diverse group of students and colleagues; willingness to be an active, enthusiastic member of the SHS community. Commitment to equity and inclusion.
- Fluency in reading, writing and speaking in English. Additional abilities in Spanish strongly preferred.
- Demonstrated excellent attendance and punctuality.

Physical Requirements and Work Environment:

- Regularly crawl under or around furniture to install computer equipment
- Must be able to comfortably and safely climb ladders and reach to install computer wiring and perform other tasks, bend, pull, reach, kneel, stoop and see for near and far work.
- Exposed to a combination of normal office type environments, outdoors and shop environments
- Must be able to lift at least 25 pounds unassisted, travel comfortably across the 64-acre campus and view a computer screen and type on a computer keyboard at least 90% of work time.

Employment & Instructions for Applying

SHS offers competitive compensation and health and welfare benefits subject to plan parameters, including paid vacation, medical, dental, vision, Life & LTD, 403(b) retirement plan, lunch during the academic year and more.

To Apply

Please apply via email by sending a cover letter and resume to hr@shschools.org You MUST indicate **Tech Specialist 2019** in the subject line of the e-mail. Please do not contact the Schools by phone or by unscheduled visit. You may also choose to mail your materials to: Sacred Heart Schools, 150 Valparaiso Avenue, Atherton, CA 94027 Attention Human Resources: **Tech Specialist 2019**