

## Princeton Day School Job Description

**Job Title:** Technology Support Specialist – Administrative Computing

**Reports To:** Director of Technical Services

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### SUMMARY

The Technology Support Specialist – Administrative Computing is responsible for supporting the technical needs of faculty, staff and students in their use of computers and computer networked systems with a primary concentration on database systems and operations. S/he will also serve as IT lead and/or project manager for administrative technology-related projects.

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### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assist staff, faculty and students with support of computers, software, printers, laptops, smart phones and audio-visual equipment used throughout the school.
  - Troubleshoot computer/hardware/network issues - printers, ip's, syncing, backing up - on Macs and PCs.
  - Install, configure, maintain and repair all desktop computers, laptops, iPads and other technology devices used by students, faculty and staff (Macs and PCs).
  - Identify necessary user training, and assist in planning and implementation. May include hardware or software training, systems training, security awareness, etc.
  - Develop and maintain documentation for all systems and services.
  - Upgrade workstation and server software.
  - Manage Apple servers using workgroup manager.
  - Assist with imaging of and package delivery to end user devices
  - Manage network connectivity, anti-virus updates, DNS and DHCP configuration, etc.
  - Maintain database of hardware inventory utilized by students, faculty and staff.
  - Update operating systems and software titles annually.
  - Help with researching and planning new initiatives
  - Implement annual retirement and replacement of computers/devices; identify qualified organizations for donations as well as “repurpose” machines for sale to members of the PDS community; maintain appropriate records
  - Answer help line and otherwise respond to requests for assistance. Escalate issues when necessary.
  - With colleagues, staff distributed tech support locations across the campus
  - Create and maintain detailed map of all administrative information systems and the flow of data among them
  - Track issues and communicate with clients via online help desk system
  - Willingness to work extended or unusual hours and respond to emergencies as required
  - Other duties as assigned
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### ADMINISTRATIVE COMPUTING AREA OF CONCENTRATION

- Analyze user requirements for reports, forms, queries and data extraction.
- Provide end-user training as necessary with regard to the effective and efficient use of database tools and resources.
- Support administrative staff in the use of database and office suite software.
- Provide support for data integration between departments and systems.
- Assist with selection and implementation of new administrative systems.
- Assist Communications Office with web site data integration.
- Assist other departments in the design, documentation and support of ongoing operations for data entry, manipulation and reporting and assure they are performed in accordance with established school policies and procedures.
- Provide support for various systems such as student ID card database, bookstore POS terminals, Naviance, Pick-A-Time, Alert Now, Auction System Interface (BidPro), Magnus Health, FileMaker Pro and other systems used for day-to-day operations.
- Create detailed documentation used for support and training.
- Work with colleagues to ensure appropriate integrity, accessibility, security and privacy of systems and data.

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## **COMPETENCIES (ABILITIES)**

- Ability to respond and follow through on all assignments/responsibilities in a timely manner; use time efficiently
- Ability to work on multiple assignments with varying deadlines
- Ability to plan and manage projects
- Ability to communicate effectively – both written and oral formats
- Strong technical documentation skills
- Proven analytical and problem-solving abilities
- Ability to communicate effectively with computer users of all skill levels, and to present technical concepts and ideas in language easily understandable to non-technical colleagues
- Ability to work independently, self motivated and directed, with keen attention to detail
- Ability to work effectively with a team providing back-up/support to team members when necessary
- Ability to take direction and follow policies and procedures
- Excellent customer service skills
- Ability to maintain confidentiality
- Possess strong computer skills especially for spreadsheet, word processing, database and other business applications.
- Working knowledge of information security, data privacy and risk assessment
- Knowledge of cloud-based systems and risks, requirements and advantages specific to the cloud.
- Demonstrate dependability by consistent attendance and punctuality
- Demonstrate a willingness to learn; undertake professional development activities

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## **QUALIFICATIONS/ EDUCATION AND/OR EXPERIENCE**

- Certificate/Degree in computer science, related field or equivalent experience.
  - Relevant certifications preferred
  - Experience managing Mac-based desktop/laptop/server environments
  - Experience working with PC platform
  - Experience managing Apple servers, and using workgroup manager
  - Experience in a role requiring excellent customer service skills
  - Experience managing projects
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