

Title: Technology Support Specialist
Classification: Salary; Non-Exempt

Status: Full-time; 12 months
Reports to: Director or Information Technology

JOB SUMMARY

The technology support specialist in the department of information technology is responsible for maintenance and support of the School's network, server, and computer systems. The technology support specialist works closely with other members of the information technology department at the Midway Campus.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill and/or ability required.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Install configure and support Windows Server, Active Directory, Windows desktop operating systems, MS Office 2019, Microsoft 365 Azure Cloud platform, specifically Intune, Entra ID, and associated O365 application suite.
 - Build standard Windows desktop which includes, but not limited to, Microsoft Office, Adobe Creative Suite, and user specific applications.
 - Implement and monitor security measures, software updates, and anti-virus software.
 - Respond to trouble tickets submitted by users, routine alarms and network issues.
 - Provide end user support for all computer hardware and software.
 - Maintain all user workstations by creating, modifying and deploying computer images.
 - Test, install and support software applications used by all constituents.
 - Provide Active Directory support for user accounts and profiles.
 - Install and maintain hardware including computers, printers and other peripheral devices.
 - Assist in monitoring and maintaining network infrastructure.
 - Maintain asset records and plan for replacement and re-assignment of computer equipment.
 - Promote the school's statement of mission and philosophy.
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MARGINAL DUTIES AND RESPONSIBILITIES

Marginal duties of this position include the following. Employees in this position perform some or all of the following tasks. Other duties may be assigned.

- Attends Department Meetings
 - Attends Faculty/Staff Meetings, as needed
 - Attends Conferences, as needed
 - Attends Chapel
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SUPERVISORY RESPONSIBILITIES

No supervisory role. All school employees have some responsibility for supervising students and assisting in maintaining a safe environment.

QUALIFICATIONS

Education and Experience:

- Bachelor's degree in Computer Science or Information Technology, or equivalent experience required.
- Advanced knowledge of Windows Server, Active Directory and infrastructure, Microsoft Exchange Server and Microsoft 365 Azure.

Job Knowledge, Skills, and Abilities:

- An extremely well-organized, detail-oriented individual who has a high energy level together with an accompanying sense of urgency.
- Bright, hard-working and enthusiastic with a serious commitment to excellence.
- Excellent communication skills and strong customer service orientation.

- Industrious, independent-minded and determined, with a drive to achieve results.
- Ability to handle confidential material and situations with discretion and sensitivity.
- Flexibility and the ability to multitask
- A person of unquestioned integrity who has an impeccable reputation, who honors commitments, and who deals with people in a straightforward and personal way.
- Someone who responds well to constructive criticism and deals successfully with difficult and challenging people and circumstances.
- Ability to work with adult faculty and staff as well as students.
- Demonstrated knowledge in managing hardware, software, and networks.
- Must be able to meet physical requirements of the position

WORKING ENVIRONMENT | PHYSICAL AND MENTAL REQUIREMENTS

These are the physical and mental requirements of the position as it is typically performed. Inability to meet one or more of these requirements will not automatically disqualify a candidate or employees from the position. Upon request for a reasonable accommodation, the School may be able to adjust or excuse one or more of these requirements, depending upon the requirement, the essential function to which it relates, and the proposed accommodation.

Working Environment:

- ☒ Office Environment
- ☐ Classroom Environment
- ☐ Works Primarily with Students
- ☒ Works Primarily with Adults; Some Exposure to Students
- ☒ Travel - Light
- ☐ Travel - Heavy
- ☐ Evening and/or Weekend Commitment - Light
- ☐ Evening and/or Weekend Commitment - Heavy
- ☒ Inside
- ☐ Outside
- ☒ Works with Others
- ☒ Works Alone
- ☐ Extreme Heat
- ☐ Extreme Cold
- ☒ Noise

Physical Requirements:

- ☒ Seeing
- ☐ Color Perception

- ☒ Hearing
- ☒ Clear Speech
- ☒ Touching (Hand and Finger Dexterity)
- ☒ Sitting
- ☒ Fine Finger Manipulation in Use of Computer
- ☐ Standing
- ☒ Ability to Move Distances
- ☐ Hillcrest Campus includes 5 buildings, 10 acres
- ☒ Midway Campus is 350,000 square feet, 50 acres
- ☐ Driving
- ☐ Climbing
- ☐ Balancing
- ☒ Kneeling
- ☒ Crawling
- ☒ Reaching
- ☒ Twisting or Bending at Waist
- ☐ Pushing or Pulling
- ☒ Lifting 0 - 20 pounds

- ☐ Lifting 0 – 40 pounds
- ☐ Lifting 0 – 75 pounds
- ☒ Carrying 0 - 20 pounds
- ☐ Carrying 0 – 40 pounds
- ☐ Carrying 0 – 75 pounds

Mental Requirements:

- ☐ Reading - Simple
- ☒ Reading - Complex
- ☒ Writing - Simple
- ☐ Writing - Complex
- ☐ Clerical
- ☒ Basic Math Skills
- ☒ Analysis and Comprehension - Simple
- ☐ Analysis and Comprehension - Complex
- ☐ Decision Making - Simple
- ☒ Decision Making – Complex
- ☐ Exercise Discretion - Simple
- ☒ Exercise Discretion - Complex

The School believes that each individual is entitled to equal employment opportunity without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, genetic information, veteran status or any other characteristic protected under federal, state, or local anti-discrimination laws. The School's equal employment opportunity practices extend to recruitment, hiring, selection, compensation, benefits, transfer, promotion, training, discipline, and all other terms, conditions, and privileges of employment. All Employees are responsible for complying with the School's equal employment opportunity policy.
