

# Wesleyan School



## Technology Specialist

The primary job of the Technology Specialist will be working at the Help Desk assisting students and staff with technology problems and questions. This problem-solving may be hardware or software in nature. The Technology Specialist will report to the Director of Technology as a 12-month employee.

### *RESPONSIBILITIES*

- ❖ **Help Desk**
  - Deploy, diagnose, maintain, and repair technology for students and faculty
  - Maintain repair records and manage trouble tickets
  - Manage in-house inventory of supporting materials such as repair parts and installation supplies
- ❖ **Field Support**
  - Visit classrooms and other areas around campus, as needed, when onsite support is required
  - Support school events, when required, before, during, and after school
- ❖ **Perform other related duties as assigned by the Director of Technology**

### *EXPECTED QUALIFICATIONS*

- ❖ Knowledge and experience with Microsoft Windows, Apple Mac computers, and iPads
- ❖ Knowledge and experience with products such as Microsoft Office 365, OneNote, Haiku, Adobe Creative Cloud
- ❖ Knowledge and experience supporting/troubleshooting laptops, desktops, and printers
- ❖ High level of interpersonal skills capable of interacting with both adults and students
- ❖ Willingness to accept responsibility and to cooperate with all levels of school employees and students
- ❖ Must be able to take initiative and work without constant supervision

### *PREFERRED QUALIFICATIONS*

- ❖ Knowledge and experience with Windows Deployment Services, Ghost, DeployStudio, Casper, and/or similar
- ❖ Experience with Help Desk ticketing and tracking tools
- ❖ Knowledge and experience repairing technology such as laptops, desktop computers, printers
- ❖ Active Directory and Networking skills (switches, routers, WiFi)
- ❖ An A+ certification

### *REQUIREMENTS*

Preferred applicants would have a college or technical school degree, or equivalent experience in the technology field, an interest in the education field, a patient disposition, a collaborative attitude toward decision-making, a strong grounding in the Christian faith, and a strong interest in providing technical assistance with a servant's heart.