Santa Catalina School
Technology Support Coordinator

Santa Catalina School is seeking a skilled and motivated professional to join a dynamic educational institution to manage support for users in a technology-rich learning and teaching environment. The ideal candidate will have the drive to apply his or her technical knowledge and skills in response to requests and the initiative to suggest and implement improvements in order to achieve the department's goal to support teachers, staff, and administrators in pursuit of the school's educational mission. Reporting to the Assistant Head of School, the Technology Support Coordinator is responsible for all issues relating to technology support, including, but not limited to, preparing, installing, and supporting end-user devices such as Macs, PCs, iPads, printers, and VOIP telephones. The qualified candidate will have experience with managing the technology inventory, and will make recommendations for purchasing and/or replacing devices.

Santa Catalina School is a PreK through 12th Grade independent Catholic school located on the Monterey Peninsula. Serving 505 students and 125 faculty, staff, and administration, the school's mission is to develop in each student a striving for excellence, a maturing awareness of moral and spiritual values, a sense of responsible purpose, and a determination to serve the world with courage, graciousness, and compassion.

DUTIES

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Provides support to end users in the selection, procurement, usage, and maintenance of software programs and hardware.
- Provides support for the school's Apple/Mac users, including MacBooks, iPhones, and iPads.
- Must be able to provide first-level service and help desk functions for common Mac, PC, Chromebooks, and peripheral set-up, maintenance, and repair problems, traveling to multiple locations as needed.
- The most important duty of this position will be to install, maintain, and repair Macs, PCs, printers and network connections.

Designing, developing, documenting, analyzing, creating, testing, or modifying computer systems or programs, including prototypes, based on and related to user or system design specifications.

SUPERVISORY RESPONSIBILITIES
Depending on qualifications and the school's need, this job may or may not have supervisory responsibilities.

QUALIFICATIONS
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. The candidate must have a "positive attitude" and relate well to others and must have a strong "customer-service" orientation. The employee must complete tasks timely and accurately. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE
Bachelor's degree (B.A.) from a four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience. Must have extensive experience with Windows 7, 8, and 10 (server and desktop), Google Chrome, Google Apps for Education, MS Office applications, data back-up software, anti-virus software, spam filters, firewalls, and VPNs. Must be able to install, configure, diagnose and repair Macs, PCs, servers, and peripherals (such as printers and scanners). Must be generally familiar with, and able to perform basic maintenance and troubleshooting on, telephone systems and voice mail systems, such as Avaya. Must be familiar with TCP/IP (and other common protocols), DSL, cable Internet, Internet connections, wireless, VPN, encryption, Windows Terminal Services, and Citrix.

LANGUAGE AND WRITING SKILLS
Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals using good, proper grammar. Ability to effectively present information and respond to questions from groups of administrators, teachers, and students. This position must regularly and succinctly communicate the status of projects and tasks to the IT department's "customers" and to school administration.

Concise, clear writing is essential for this job. The employee will need to routinely communicate to senior management on the status of projects, develop written project and implementation plans, create detailed checklists for common IT functions and projects, write precise and accurate policies and procedures, and maintain simple notes and minutes of internal IT meetings.

MATHEMATICAL AND COMPUTER SKILLS
Strong math abilities. Must have excellent computer skills and ability to teach others the fundamentals of computer use.

ORGANIZATIONAL SKILLS
Must have strong organizational skills. For example, tasks must be tracked and prioritized. IT work areas must be organized and neat. Must meet commitments and deadlines in a timely manner; if the employee makes a commitment to complete a project or perform a task for a client, the project or task must be completed on time unless the employee communicates to the client that there will be a delay. Similarly, the

employee will be expected to timely maintain all appointments made with clients and clinics.

REASONING ABILITY
Must possess common sense and ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS
None required.

PHYSICAL DEMANDS
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee frequently is required to stand, sit, and reach with hands and arms. The employee is occasionally required to walk; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. For example, the employee is required to unpack, move, lift, and install Macs, PCs, monitors, and printers in various locations at the school's various locations. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and ability to adjust focus.

WORK ENVIRONMENT
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The candidate must be able to work well under deadlines and pressure.

The noise level in the work environment is usually moderate.

Interested and qualified candidates should complete and submit our online application at this address:

https://www.santacatalina.org/upper-school/who-we-are/employment/application