



STAFF JOB DESCRIPTION

Title: Technology Support Specialist (part time)
Reports to: Director of Technology and Library Services

Work Environment:

Founded in 1896, Laurel School is a dynamic, forward-thinking, K-12 girls' school, with a co-ed pre-primary division. A school in which every child is well known with a current enrollment of 638, Laurel lives the mission: to inspire each girl to fulfill her promise and to better the world. We challenge students and staff to dream, dare, and do.

Laurel enjoys an outstanding local and national reputation and is home to the Center for Research on Girls. In a highly competitive school landscape, Laurel is fortunate to be a school of choice in Cleveland. Our emphasis on the whole child and our legacy of excellence in the teaching of girls set us apart. Located in Shaker Heights, OH (15 minutes from downtown Cleveland) with an additional rural campus 17 minutes away (the Butler Campus); the school has an urban/rural advantage. The work environment is noted for being family-friendly and flexible. The feeling in the school is joyous, collaborative, and innovative. Our curricular philosophy emphasizes community-based, interdisciplinary and experiential learning. Collaboration and reflective practice are key to pedagogy at Laurel. The school is fully committed to a culturally diverse faculty and student body.

Those who tend to see problems before opportunities, or who struggle to laugh at themselves, or who regard process as a reason for complacency will not find success in this working environment.

Job Description:

The Technology Support Specialist works closely with faculty, staff, and students to support technology oriented curriculum and communication. S/He actively works to promote a successful technology experience for all constituencies. Adapting to changing educational and technological needs and actively seeking professional growth and development is an ongoing expectation. A strong knowledge of current technology practices, policies, and procedures and a desire to learn new aspects of technology support are necessary. In addition, substantive experience managing and troubleshooting hardware, software, networking, and printing issues are essential.

This position demands excellent organizational and time management skills and an ability to communicate effectively with users who have varying degrees of comfort using technology. This individual must also be willing to learn new platforms and technologies that may be adopted by the School. Although the Technology Support Specialist reports to the Director of Technology and Library Services, the Department functions as a team; thus, flexibility and a willingness to cross train and tackle shared responsibilities are essential qualifications. Experience in an academic environment is preferred.

Duties and Responsibilities:

- Level 1/2 Help Desk Support
- Ability to adapt to rapidly shifting priorities in both technology and education.
- Actively seeks creative solutions to existing and anticipated problems.

- Respond to and resolve help desk requests in person, by telephone, or tickets.
- Prioritize service requests and projects to minimize end user work interruption.
- Install, configure, and maintain software, hardware, and other technology components.
- Troubleshoot and resolve hardware, software, printing, network, phone, and A/V problems.
- Escalate support issues to appropriate colleagues as needed.
- Maintain timely and accurate help desk request records using ticketing system.
- Make effective use of help desk request records to identify patterns, systemic problems, and end user training needs to help improve service and support.
- Create documentation for intra- and extra-departmental processes and communication.
- Perform preventative maintenance on technology equipment.
- Arrange for repair on technology equipment.
- Contribute to and maintain timely and accurate inventory records for all technology hardware, software, and A/V equipment using inventory management systems.
- Maintain orderly and secure storage and work areas.
- Assist in providing technical curriculum assistance regarding hardware usage, software applications, computer technology, and the general instructional use of technology in the classroom.
- Support faculty in the use of learning management systems, digital grade books, and attendance programs.
- Ability to master new technologies and evaluate their effectiveness.
- Willingness to experiment with innovative practices in an educational environment.
- Ability to collaborate with community members regarding potential technology needs, and provide group and one-on-one training tutorials upon request.
- Demonstrated capacity to be collaborative, self-directed, flexible, and organized.
- Provide A/V setup and support for performances and events held at the school.
- Be an ambassador for the Information Resources Department and Laurel School.
- Undertake special projects as assigned by the Director of Information Resources and Technology.
- Maintain at least one current technical certification (i.e. Apple, CompTIA, Windows).
- Other projects, duties, and tasks as assigned.

Physical Requirements:

- Lift up to 30 lbs. of technology equipment.
- Crawl under or around furniture, and climb ladders and reach to install and repair computer, network, and A/V equipment

Required Qualifications

At least two years in a mixed platform environment including but not limited to: Microsoft Windows, Apple OS X, and other instructional technology hardware and software. Network support, Student Information System (Blackbaud), Audio/Visual, and telephone system experience a plus.

Salary

Compensation is competitive with area independent schools and commensurate with experience.

To Apply

Interested candidates for the Technology Support Specialist at Laurel position are encouraged to review Laurel's curricular philosophy at www.laurelschool.org. To apply for the position, please send the following to the address below:

- letter of interest
- desired salary range
- current resume
- completed application (see website)

No Phone Inquiries Please

Technology Support Specialist
ATTN: Erin Hannum, Assistant to the Head of School
Laurel School
One Lyman Circle
Shaker Heights, OH 44122

Laurel School is dedicated to providing equal employment opportunities to all personnel and applicants for employment without regard to race; color; religion; sex; national origin; handicap or disability; sexual orientation; or status as a veteran, Vietnam era, or special disabled veteran.