

Technology Support Specialist Job Description

Primary Reporting: Director of IT

This is a 12 month position

Duties and Expectations:

The Forman School (www.formanschool.org), a coeducational college preparatory boarding and day school serving 210 students, seeks a Technology Support Specialist. The school, founded in 1930 and located in Litchfield, CT, a beautiful New England village approximately a half hour outside of Hartford, serves bright students with language based learning differences.

Vision Statement

Forman is a dynamic community where students learn to recognize their own merit and develop an appreciation for challenges as opportunities. Faculty and students nurture growth and a love of learning in a culture of caring. A Forman education provides the foundation for a lifetime of personal achievement and service to others.

The Opportunity

The Forman School seeks a Technology Support Specialist to assist in the development of the schools administrative/academic technology and computer programs. This position works with staff, faculty and students to integrate technology into our community and will also teach a programming class.

Major Duties and Responsibilities:

- **As it relates to academic support, including but not limited to:**
 1. Act as a systems resource (Finalsite LMS, Senior Systems, Filemaker, email, website, etc)
 2. Teach a Computer Programming course.
 3. In collaboration with administration, develop opportunities for faculty to grow professionally with technology.
 4. Consult with academic department heads, and faculty to help prioritize technology related needs and request.
 5. Support parents in the understanding and use of parent portals.
 6. Support all teachers in their use of technology.
 7. Serve on the Academic Technology Committee.
 8. Work with academics to research, purchase and maintain educational technology assets.
 9. Providing helpdesk assistance to troubleshoot or support all aspects of technology use as well as general assistance with faculty questions or issues.
 10. Work with students to effectively, seamlessly, and appropriately integrate technology throughout our school.

- **As it relates to Administrative support, including but not limited to:**
 1. Act as a systems resource (Blackbaud, Senior Systems, Filemaker, email, fileshares, website, etc)
 2. Install new systems and reassign existing systems as needed.
 3. Providing helpdesk assistance to troubleshoot or support all aspects of technology use as well as general assistance with staff questions or issues.
 4. Assist with the set up for multimedia presentations, connect and test equipment before presentations.
 5. Works as a team member to complete ongoing projects and tasks.
 6. Utilize helpdesk software to maintain support logs.
 7. Ensures customer requests are promptly addressed, documented and resolved in a timely and professional manner consistent with customer service and professional/technical standards.

Minimum Qualifications Required:

- A minimum of 5 years IT employment experience.
- Must be A+ certified or have proven equivalent of experience working with PC hardware, software, and printers.
- Must have working knowledge of Windows 7 & 8 operating systems.
- Must have working knowledge of Mac OS/X.
- Must have a working knowledge of the Microsoft Office suite of software.
- Must be able to lift 30-40lbs on a regular basis as the job pertains to the installation and maintenance of desktop workstations and associated hardware.
- Excellent written and oral communications.
- Candidates responding to this posting must currently possess the eligibility to work in the United States.

SUBMISSIONS WITHOUT SALARY REQUIREMENTS WILL NOT BE CONSIDERED.

- **Attn: Staffing Agencies** - This position is for candidates only. Forman School is not accepting staffing or recruiting agency agreements at this time. Any resume which is presented to Forman without prior contractual agreement is considered the property of Forman, so no compensation is paid for unsolicited candidate resumes.
- Please e-mail your resume along with salary requirements in confidence to: shawn.mcdermott@formanschool.org