

Savannah Country Day School ([www.savcds.org](http://www.savcds.org)) seeks a Help Desk Specialist for its Information Literacy and Services Department.

The Information Literacy and Services Department is a dynamic presence on campus whose core function is to engage, enlighten, and equip all faculty, staff, and students as they navigate an ever changing digital landscape. We employ a service-oriented approach and strive to maintain high visibility on campus to help augment the learning process.

The Help Desk Specialist role is multifaceted and includes:

- Customer interaction and support which can be in person, over the phone, or using remote tools.
- Apple product support including Macbooks, iPads, Apple TVs, and iOS devices
- Administering the departmental work order and inventory management systems.
- Installing, deploying, and maintaining laptop, desktop, and voice equipment.
- Logistical and tactical support for media and audio-visual equipment.
- Administration of Google Apps.
- User training.
- Other technical support as assigned.

Qualifications:

Candidates with experience in the following areas are preferred:

- Mac OSX support as well as Mac applications like Keynote, Pages, and iMovie
- Microsoft Windows and Office support
- Basic network troubleshooting and maintenance
- Google Apps use and administration
- Audio / Visual support including projectors, screens, and other classroom equipment
- Help Desk and Asset Management software use and administration

The campus community at Savannah Country Day is committed to enhancing the learning process for all students and the Information Literacy and Services Department is well suited to aid in that process. Opportunities for fun and fast paced projects abound.

Interested candidates should send a copy of their resume, a cover letter, as well as three references to [jstringer@savcds.org](mailto:jstringer@savcds.org).