



**Position Available:
Systems Support Analyst**

Beginning Immediately

Description: Fay School, a Pre-K through grade nine co-ed day and boarding school 25 miles West of Boston, seeks a Systems Support Analyst to join the Technology Department, which provides support for faculty, staff, and students. Reporting to the Director of Technology, the Systems Support Analyst will primarily provide technology support to the Fay School Community. Additionally, the Systems Support Analyst will work closely with the Director of Technology to provide leadership in the effective and innovative use of technology to advance the mission of Fay School. In this heavily hands on role, he/she will work on IT projects to support the academic program and other departments within the organization. This is a new full-time, 12-month position with benefits.

Qualification: A strong knowledge of current technology practices, policies, and procedures, and a willingness to learn new platforms and technologies that may be adopted by Fay School are necessary. In addition, substantive experience managing and troubleshooting hardware, software, networking, and printing issues are essential. The successful candidate must have excellent organization and time management skills and be able to communicate effectively with constituents who have varying degrees of comfort using technology. Moreover, the candidate must enjoy providing support and be excited about growth opportunities in management of the back-end technology infrastructure. Although, the Systems Support Analyst reports to the Director of Technology, the entire Technology Department functions as a team; thus, flexibility and a willingness to cross-train and tackle shared responsibilities are essential qualifications. A technology-related bachelor's degree or equivalent experience is required. Experience in an academic environment is preferred.

Responsibilities include but are not limited to:

- Demonstrate excellent customer service in providing in-person and phone support of all technology used by all members of the Fay School community
- Manage support request queue and ensure that all requests are handled appropriately within SLAs
- Help build and support resilient, innovative, and scalable desktop and mobile device environments to ensure optimal faculty/staff/student efficiency
- Assist in development and maintenance of hardware and software standards, inventory and ticketing systems and processes, computer imaging processes and standards, and other policies, processes and standards regarding desktop and personal device technology
- Manage and/or provide technical and project leadership on technology projects
- Develop and carry out training and brown bag sessions on various technology topics to enhance faculty/staff/student experience with technology
- Lead IT onboarding/offboarding of faculty/staff/students and assist with other essential tasks throughout the school year, such as enrollment/re-enrollment
- Help manage storage and network infrastructure including switches, servers, WAPs, and VMs

Skills/Experience Requirements

- Three to five years of experience providing various levels of technology support
- Strong understanding of Windows and OS X computing environments
- Excellent laptop, desktop, and VoIP phone hardware experience
- In depth experience supporting smartphones and other mobile computing devices
- Experience with cross-platform enterprise endpoint management and remote software deployment systems
- High level of comfort with Windows, Linux, and OS X server environments
- Sound judgment, maturity, and ability to handle sensitive and confidential information with discretion
- Proven project management experience and strong desire to learn new skills
- Exceptional time management, organization, and prioritization skills
- Strong attention to detail and oral and written communication skills
- Experience with Group Policy and creating and managing objects in Active Directory
- Experience with managing switches, servers, VMs, and NAC devices a major plus
- Certifications associated with IT support or networking a plus
- Must be able to lift equipment (approx. 50lbs.)

Interested candidates should send cover letter, resume, and list of three references via email with the subject line “Analyst” to fajjobs@fayschool.org.

Fay School, 48 Main Street, Southborough, MA 01772

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