

# THE HOCKADAY SCHOOL

**Available Position:** IT Help Desk Technician  
**Department:** Information Technology  
**Reports to:** Assistant Director of Technology

**FLSA Classification:** Nonexempt/Hourly  
**Full/Part-time:** Full-time: 12 months  
**Date Posted:** February 5, 2019  
**Start Date:** Immediately

---

## **About The Hockaday School:**

The Hockaday School is an independent, college preparatory day and boarding school for girls of strong potential and diverse backgrounds who may be expected to assume positions of responsibility and leadership in a rapidly changing world. With an enrollment of almost 1,100 students, The Hockaday School is the nation's largest prekindergarten through grade 12 independent girls' school. Ranked among the country's finest college preparatory schools, it was founded over a century ago and continues today to build on its original Four Cornerstones: Character, Courtesy, Scholarship, and Athletics.

Hockaday's faculty are recognized as experienced leaders in their field and students in every grade benefit from outstanding faculty and access to unmatched resources. Families who choose Hockaday care deeply about providing their daughters with a comprehensive and rigorous education, both inside and outside the classroom. Hockaday's student body reflects the diversity that is deeply valued by the School. While most Hockaday families come from across the greater Dallas-Fort Worth area, Hockaday students also come from across the United States and around the world.

## **Information Technology at Hockaday**

At Hockaday, we believe technology should be seamlessly woven into the learning process, enhancing curriculum across disciplines and grade levels, and providing students with the skills to use technology in ways that will benefit them now and in the future. Technology today supports and facilitates project-based and collaborative learning as well as interdisciplinary projects. It involves information and media literacy, digital communication, and global interdependence.

**Position Description:**

The IT Helpdesk Technician provides maintenance of the computer desktop environment by analyzing requirements, resolving problems, installing hardware and software solutions, and supporting the internal IT Helpdesk. The IT Helpdesk Technician will be responsible for administration and internal support of the Hockaday computers, printers, and related equipment. Tasks include technical assessment, computer repair, process documentation, and performing computer maintenance, upgrades and configurations. This position reports to the Assistant Director of Technology.

**Essential Functions**

- Greet individuals entering the technology office (e.g. staff members, students, parents, etc.) to begin the process of user care and to begin the process of any equipment in need of repair.
- Provide helpdesk support and resolve problems to the end user's satisfaction
- Monitor and respond quickly and effectively to requests received through the IT helpdesk
- Modify configurations, utilities, software default settings, etc. for users' machines
- Utilize and maintain the helpdesk tracking software
- Document internal procedures
- Assist with onboarding of new users
- Install, test and configure new computers, peripheral equipment and software
- Report issues to the Assistant Director of Technology for escalation
- Assist with computer setup and deployment for new students and employees using standard hardware, images and software
- Perform timely hardware and software upgrades as required
- Attend department meetings for the purpose of gathering information required to perform functions
- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the School

**Experience/ Qualifications**

- Associates degree or higher in a technology related area
- A+ Certification
- The ability to perform multiple, complex tasks in a dynamic work environment.
- Professional/courteous approach
- Excellent communication skills
- Extensive experience with Mac OS and iOS management and support
- The ability to prioritize workload/work to meet deadlines
- Proficient in the use of industry standard technologies (Windows, Microsoft Office, etc.)
- Attention to detail
- Problem solving ability
- Flexibility in working with others in a wide variety of circumstances

**Physical Requirements and Work Environment:**

- Regularly works in standard office conditions and climate and occasionally works outdoors in varying weather conditions and climate
- Regularly uses close and distance vision, including working at a computer screen for extended periods of time
- Regularly moves around the office and campus; works at a desk for extended periods of time
- Ability to occasionally move items weighing up to 50 lbs. across the campus or office
- Works in a highly stressful environment, effectively dealing with a wide variety of challenges, deadlines, and a varied and diverse array of contacts with stamina to maintain attention to detail despite interruptions
- Ability to work flexible hours to support 24/7/365 operations, including emergency response and to support before and after-school or weekend events

The Hockaday School is an equal opportunity employer. It is our policy not to discriminate, and to comply with all applicable state and federal laws prohibiting discrimination in employment based on race, color, sex, sexual orientation, creed, religion, national origin, ethnicity, age, disability, veteran status or other applicable protected classification.