



Systems Support Analyst

Beginning immediately

Description

The Systems Support Analyst provides technology support to students, faculty, staff, and administrators. This position works closely with the Director of Technology to provide leadership in the effective and innovative use of technology to advance the School's mission. The Systems Support Analyst works on IT projects that support the academic program and the School's technical infrastructure. This is a full-time position with benefits.

Qualifications

The ideal candidate will have at least three years of technical support experience that includes managing and troubleshooting hardware, software, storage, networks, and printers, ideally in an academic environment. A bachelor's degree in a technology-related field is preferred. Candidates must have strong organizational and time-management skills, enjoy working as part of a team, and be able to communicate effectively with constituents who have varying degrees of comfort using technology. Project management skills and attention to detail are essential, along with a willingness to cross-train and tackle shared responsibilities. Certifications associated with IT systems support and networking, and a familiarity with Google Apps are desirable. Candidates must be able to lift equipment up to approximately 30 lbs.

Candidates should have in-depth knowledge of and experience supporting:

- Windows, Linux, OS X, Mac OS, iOS, and Chrome OS computing environments
- Laptop, desktop, and VoIP phone hardware and software
- Cross-platform enterprise endpoint management and remote software deployment systems such as JSS and SCCM
- Smartphones and other mobile computing devices
- Switches, servers, virtual machines, wireless access points and NAC devices
- Regular maintenance on back-end systems to minimize security vulnerability
- Group Policy and Active Directory

Responsibilities include:

- Providing technical customer support, in-person and via phone, and managing the queue of support requests to ensure timely response and resolution of requests
- Managing the School's storage and network infrastructure
- Leading the deployment of regular system patches, updates, and security fixes, and perform ongoing maintenance on desktop and infrastructure devices
- Developing and delivering technology training to members of the Fay School community
- Leading the IT onboarding/offboarding process
- Building and supporting efficient computing environments
- Developing and maintaining hardware and software standards, inventory systems, computer imaging processes and standards, and other policies, processes, and standards as required

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

Fay School, 48 Main Street, Southborough, MA 01772