

ST. GEORGE'S INDEPENDENT SCHOOL

Technology Support Specialist

Collierville Campus (1880 Wolf River Blvd., Collierville, TN 38017)

St. George's Independent School seeks a passionate, entrepreneurial, and hard-working individual who is energized by work with families to serve as a Technology Support Specialist for our Collierville campus, beginning immediately. As an Episcopal school, St. George's welcomes and respects all religious, racial, ethnic, and socioeconomic backgrounds. We affirm differences as sources of strength that create a culture of transformative diversity, building upon shared experiences that deepen our humanity and enhance the intellectual, social, spiritual, and moral development of all students. We believe that valuing diversity and inclusion is sacred and living this value transforms our institution, our people, and the greater community.

Type: Hourly; 40 hours per week, typically Monday through Friday from 7:30 am to 4:00 pm
Periodic travel among campuses requires candidates to have transportation and a valid driver's license. Working some evenings and weekends is also required.

Duration: Annual Letter of Agreement

Minimum Education:

- A proven track record of ongoing professional development and growth in your career field is required.
- College-level degree in computer science or a related technical field is preferred but not required.
- A+, Network+, or Security+ certifications are a plus but not required.
- Apple Certifications are a plus but not required.
- JAMF Certification is a plus but not required.

Basic Job Description:

- The Technology Support Specialist's primary function will be to configure, distribute, install, support, and maintain all middle and upper school technologies for our Collierville campus. The Collierville campus is primarily an "Apple Computer" device environment, but some "PC Windows" support will be required. This position supports desktop computers, laptop computers, mobile devices, printers, multi-media presentation equipment, audio/video equipment, and a variety of classroom technologies.
- The successful candidate will possess exceptional customer service skills, sound business judgment, multi-tasking capabilities, and strategic thinking with extraordinary attention to detail. He or she will be a demonstrated quick learner and self-starter with the ability to initiate and innovate independently yet function well within a team environment. He or she must enjoy working with children and adults of all ages and technical abilities and must be able to communicate effectively in a non-technical manner. This position reports to the Director of Technology.

Responsibilities:**Service and Support:**

- Configure, distribute, install, support, and maintain all middle and upper school technology hardware and software; this includes, but is not limited to, desktop computers, laptop computers, printers, and mobile device technologies
- Provide troubleshooting and technical support for all classroom technologies; this includes, but is not limited to, interactive whiteboards, projectors, printers, and audio-visual equipment
- Provide troubleshooting and technical support for cloud-based applications and internet activities
- Provide troubleshooting and technical support for LAN, WAN, and Internet connectivity issues

Curriculum, Training, and Staff Development:

- Provide faculty and staff with clear and understandable advice on how to utilize technology efficiently and effectively
- Actively promote positive faculty and student attitudes toward the implementation of technology
- Assist in the ongoing development and maintenance of the school's technology programs and endeavors
- Assist with technology training and professional development opportunities
- Participate in professional development opportunities that are commensurate with job responsibilities and keep current on all technical certifications required for this position

Administrative:

- Meet with the school's technical staff regularly for reporting and planning purposes
- Assume responsibility for technology asset management on the Collierville campus
- Maintain good relations with all vendors and support all contractors

Technical Skills and Proficiencies:

- Excellent troubleshooting skills with both computer hardware and software are mandatory; you must be able to troubleshoot multiple problems in a logical flow process
- Extensive knowledge in the analysis and troubleshooting of Apple Computer devices, both hardware and software, is required
- Working knowledge of computer networks, the internet, and troubleshooting connectivity problems is required
- Working knowledge of Google Apps, Microsoft Office, and internet browsers is required
- Working knowledge of Macintosh Servers is a plus but not required
- Working knowledge of JAMF (Casper Suite) and Apple service procedures is a plus but not required
- Familiarity with the mainstream software packages for Macintosh computers is required

Physical Requirements: Regularly sit, turn, bend, reach, walk, talk, hear, and interact with campus visitors as well as others who telephone. Must be able to lift 25 lbs., climb ladders, and work with a variety of hand tools, power tools, and test equipment. Must have the ability to understand and present materials and communicate with constituents and co-workers in a harmonious manner.

Candidates will embrace the school's mission and educational philosophy; candidates must be willing to work in a team environment and be positive, inspirational, and family-centered.

To apply, send a cover letter and resume to Paula Boruszewski, Office Manager, at pboruszewski@sgis.org or 1880 Wolf River Blvd., Collierville, TN 38017.