



LFA Helpdesk Administrator

The Help Desk Administrator is primarily responsible for responding to technical support requests of students, faculty/staff, and other constituents on demand in a 1:1 mobile device (iPad) environment. This is a staff position and reports to the Director of Information Technology. General office hours are 8:00-4:30, but requires occasional evening and weekend work including a rotating on-call schedule with other department members. Benefits, including generous PTO, are provided for this full-time position.

Responsibilities

Technical Support: Take ownership, research, analyze, and provide resolutions to various issues affecting LFA technologies. Including, but not limited to

- LFA computers and laptops - Lenovo and Apple. Hardware and peripherals.
- LFA distributed iPads/ iPhones and related applications.
- Microsoft Office and related software.
- Microsoft Windows / MacOS.
- Apple and Adobe applications.
- G Suite and related cloud services.
- File / Print services.
- Network connectivity - wired / wireless.
- Antivirus / anti-malware software.
- Senior Systems, MyBackPack and related.
- Classroom technology, such as projectors, smartboards, and media connectivity appliances (Apple TV, etc.).

General Support: Tracking, maintenance, and documentation.

- Maintain active support hours for front-line email and walk-in requests.
- Utilize Help Desk system to track issues and provide timely status communications
- Monitor and participate in IT's off-hours emergency support rotation
- Responsible for IT system moves, adds or changes and collaborates with the Department or Facilities when assistance is needed.
- Document procedural knowledge as acquired throughout the workday.

Printers / Copiers:

- Primary technician for all support and service issues (current fleet = 28).
- Coordination with LFA authorized print service vendor for problems beyond Level One or self-serviceable Level Two.
- Order, track and maintain toner supplies. Ensure stock levels stay consistent.

Systems Administration: Possible growth into other systems and network administration work with successful completion of supervised projects.

- Active Directory and related account creation / password resets .
- Manage and maintain print / Papercut server.
- Manage and maintain Antivirus / Anti-Malware systems.



LFA Classrooms:

- An active participant in all “Technology in the Classroom” initiatives.
- Primary lead for ongoing classroom tech maintenance. Coordinates with the IT Department or Facilities where needed.
- Collaborates with the Campus Store for needed parts, cables and accessories.
- Performs annual summer checkups and logs maintenance.

Computer Installations and Configurations:

- Lead technician for all Faculty and staff computer roll outs, PCs and Macs. Includes new installs and replacements.
- Requests IT Department assistance as needed - in times of higher volume.
- Orchestrates and documents an efficient install / upgrade process that minimizes "after visits" to make corrections.
- Maintains an up-to-date PC / Mac imaging solution. Recommends and implements improvements where applicable.
- Facilitates a smooth content backup procedure (or recommendation) for any user upgrades.
- Maintains all hardware changes with an authorized asset tracking system (TBD).

1-1 iPad Program:

- Part of the groups responsible for the setup, distribution, and maintenance of and collection of LFA 1-1 iPad program - possible Team Lead going forward.
- Setup and facilitates MDM install, application loads, user setup and two-factor configurations.
- Versed with diagnosis and repair process in collaboration with the Tech Coordinator and AppleCare.
- Available for all bulk rollout and collection events throughout the year.

Media Commons, computer lab, and open use stations:

- Lead technician for installation, maintenance, management and upgrades of all related equipment.
- Service coordination role with Academic Technology in the Media Commons area.
- For systems deemed campus critical, adhere to a patch / update schedule that does not interfere with live activities.
- Minor OS and application patches - Christmas or Spring Break.
- Major OS and application updates - Summer Break.
- Assistance to students, faculty, and staff in need of usage help.

Qualifications

Information Systems Certification or equivalent education and/or work experience.

Associates degree or higher preferred.

Knowledge Required:

- Mobile Devices (iPads)
- Windows OS, iOS, Mac OS, Google Suite
- Computer, Mobile Device, Printer, Copier operations and maintenance
- Basic networking
- Audio Visual equipment (projectors, LCD displays, sound and PA equipment)
- Software applications
- Time Management



Skills and Abilities:

- Troubleshoot Hardware and Software of varying mediums and technologies.
- Excellent written and verbal communication skills.
- Stay focused on difficult and tedious tasks while paying attention to detail.
- Provide technical assistance for computer problems.
- Read and understand technical manuals.
- Work for extended time at both seated and standing positions in varying conditions.
- Maintain effective working relationships with supervisor and coworkers.
- Work independently when necessary.

Lake Forest Academy is committed to hiring a culturally diverse faculty/staff which reflects the Academy's diverse student, parent and alumni population. Candidates from underrepresented groups are strongly encouraged to apply. Lake Forest Academy is strongly committed to providing equal employment opportunity for all employees and applicants for employment. All decisions at the Academy will be made without regard to race, national origin, religion, sex, pregnancy, sexual orientation, age, disability, military status, or any other legally-protected status.

Founded in 1857, Lake Forest Academy is a co-educational, boarding and day school serving 430 academically bright and motivated students in grades 9 to 12 from across the globe. The Academy offers a rigorous curriculum focused on academic excellence and characterized by small classes and close faculty/student interaction. The school's mission of educational excellence is founded on the four pillars of character, scholarship, citizenship, and responsibility. The LFA community places students at the center of their own learning and provides the support needed to develop confidence and strong values. Please visit our website <http://www.lfanet.org/> for more information about us.