

Atlanta Girls' School



Position Description

April, 2017

Job Title: IT Support Specialist

Atlanta Girls' School (AGS) is the only independent, college-preparatory day school for girls in Atlanta. Currently, we serve girls in grades 6 through 12 and have an enrollment of 260 students. Although only 17 years old, AGS has authentically lived its mission by providing a challenging college-preparatory program in a learning environment designed to foster the full potential of each student and to enable her to become a vital contributor to our complex global society.

POSITION OVERVIEW

Essential Employee

The primary role of the Technology Support Specialist is to provide technical support for faculty, administrative staff, and students at Atlanta Girls' School. The Technology Support Specialist is responsible for maintaining educational and administrative hardware and software and providing support of the overall IT infrastructure. This is a full-time position, and will report to the IT Systems Manager.

Reports to: IT Systems Manager

PRINCIPAL RESPONSIBILITIES

Area of Responsibility: IT Infrastructure

Responsibilities:

- Assist as needed to maintain a secure network and backups
- Assist with server and network hardware and software upgrades and maintenance including wireless networking equipment
- Assist with maintenance and support of key applications and databases
- Assist with maintenance and support of telecom systems
- Assist with maintenance and support of building access and security systems
- Assist with annual cleaning and upgrades of equipment
- Assist in maintaining an accurate inventory of all school technology equipment
- Assist with other IT tasks as assigned

Area of Responsibility: Help Desk / Support

Responsibilities:

- Provide first-level support for the AGS network, school applications and systems
- Provide first-level support for all faculty and staff Mac/PC laptops and desktops, printers and copiers, and desktop productivity software
- Provide first-level support for all AGS students iMacs and iPads
- Respond to and resolve help desk requests in person, by telephone, or via remote support
- Diagnose and resolve problems with classroom technology, including AV equipment

- Assist faculty and staff with miscellaneous technology needs, including A/V setup for presentations and meetings
- Manage Chromebook & Mac Air Loaners
- Maintain positive relationships between the Technology Department and other school departments
- Perform other duties as assigned

REQUIREMENTS

- Bachelor's degree in computer science, information technology or equivalent experience
- Three to five years' experience in a mixed platform environment including but not limited to: Microsoft Windows, Apple Mac OS, and other educational technology hardware and software
- Network support, Student Information System (PowerSchool), Audio/Visual, LMS (Haiku) and telephone system experience a plus
- Google Suite for Education support and management a plus
- Must be able to configure, diagnose, and repair Macs, PCs, and peripherals (such as printers and scanners)
- Capacity to work flexibly, independently, and collaboratively in a fast-paced and ambitious environment with minimal supervision
- Must have excellent customer service skills
- Ability to interact effectively and professionally with a wide variety of individuals and groups – both tech-savvy and non-technical
- Possession of a valid Georgia driver's license
- Ability to lift, push, and pull up to 40 lbs., with reasonable accommodations