



Position Available: Help Desk AV-IT Support Technician

Forest Ridge School of the Sacred Heart provides a diverse and rigorous college preparatory environment that inspires young women to become confident, compassionate leaders. As a member of a global network of more than 150 schools, we educate to the core of our 200-year tradition through the Sacred Heart Goals and Criteria: a personal and active faith in God, a deep respect for intellectual values, a social awareness that impels one to action, the building of community as a Christian value, and personal growth in an atmosphere of wise freedom.

Forest Ridge School of the Sacred Heart educates young women to think critically, embrace challenges, model resilience, confront injustice, seek equality and lead globally in the pioneering spirit of our foundress. Our graduates change the world.

Operating Environment:

Forest Ridge School (FRS) is a private, all-girls' 5-12 Catholic school located in Bellevue, Washington. FRS has a student population of approximately 300 plus a staff and faculty of approximately 100.

Technology at FRS is critical to the day-to-day operation of the classrooms and offices. FRS was a pioneer in 1:1 laptops in the classroom environment and prides itself on unique and effective integration of technology into the student learning environments.

The FRS Technology Support Team is responsible for specifying, installing, administrating and supporting over 450 laptop and workstations, education tech (Ed-Tech) and office software, communications systems, data networks, hosting services and a wide variety of peripherals.

FRS users rely on the services of the Technology Support Team to insure a safe, secure, reliable, robust and highly available operating environment for all of their technology needs.

General Description for this Position:

The Help Desk Support Technician is responsible for Tier 1-2 level support of user hardware and software. Support services delivered by the Help Desk Support Technician are similar to the IT and AV systems found in medium-sized enterprise but applied to a 5-12 school environment.

This position is part of the FRS Help Desk operation and will report to the Helpdesk Manager. This is a full time, staff position. Hours and workdays are tentatively scheduled from Monday-Friday, 8:00 AM to 4:00 PM. Some weekend or extended hours are required.

Tasks and Responsibilities for This Position:

You will be part of a team that is focused on insuring that FRS Technology Support Customers have a trouble-free and effective experience with any of the technologies used in classrooms, office and off-campus learning environments. The Help Desk AV-IT Support Technician will perform typical Help Desk support functions and is also focused on supporting users with software-related issues and questions. To be successful in this position at Forest Ridge School you will be required to deliver the following:

- Be punctual to open Help Desk each morning at 8:00am.
- Quickly, courteously and effectively respond to Help Desk walk-up, online and call-in FRS technology customer problems or questions with their laptops, workstations, telephones, AV equipment, printers and other classroom or office peripherals and a variety of software applications.
- Expeditiously clarify, research, analyze, document and wherever possible completely resolve user technology problems in a high-touch customer service environment. When required, manage the escalation of user issues to other in-house and off-premise resources as required to fully resolve issues.
- Become a Subject Matter Expert and support users of software systems such as: Microsoft Office 365 products; Adobe Creative Cloud Suite; Microsoft One Drive; Microsoft SharePoint; Microsoft One Note, the SIS\LMS Veracross and other in-classroom and office applications.
- Whenever necessary, perform IT and AV hardware and software fixes to customer technology issues to get them back in service and operating as required as quickly as possible.

- You will regularly perform all the typical Help Desk tasks such as: technology inventory management; password resets; AV system support; printer and copier support; Active Directory/Office 365 new user entries and maintenance; email account creation and support; user software provisioning; computer re-imaging, backup and restore; and other challenges as required.
- When necessary, facilitate the repair of damaged or broken laptops and workstations by third-party vendors and work with those vendors to help insure quick and complete repair turnaround.
- Troubleshoot copier and printer issues, track toner supplies and recycle toner. Keep updated inventory of all printer models and monitor Papercut software monthly.
- On a scheduled or as-required basis perform or manage general maintenance tasks on user computing hardware, user software, and office and classroom technologies.
- As required, work with other FRS Technology Support Team members and third-party vendors to help specify, deploy, configure, decommission or maintain FRS user IT and AV technologies.
- Manage all event requests for AV support in classrooms, conference rooms and larger venues. Serve as primary contact for event coordinators before presentations to allow for sufficient planning. Occasional adjustment of schedule may be required to accommodate AV and IT support for special events.
- Completely, accurately and in a timely manner describe, categorize and update support experiences in the FRS Support Tracking System. When required, communicate your support experience information to other FRS Technology Support Team members in verbal and written form to help the team understand technology support trends, successes, required process changes, opportunities, patterns and upcoming issues.

Qualifications for This Position:

At Forest Ridge School there are excellent opportunities to advance your understanding of technology in education, delivering an excellent customer support experience and to hone your skills on a variety of hardware and software technologies.

We encourage discovery and creative approaches to problem solving. To be considered for this position here are the required qualifications.

- Focused, team oriented and self-motivated to complete a variety of tasks.
- A very strong desire to be the best at what you do along with an unquenchable appetite for challenges and opportunities that is guided by a commitment to be both personally successful and as a team.
- AA or BS/BA in Information Systems, Computer Information Systems, Computer Science, Management Information Systems, or related degree or completion of a recognized, related technical support program preferred.
- A+ Certification and/or Microsoft Desktop Specialist.
- A minimum 3 years of experience working in an in-person, technology-related help desk or similar technical support environment.
- Ability to work independently with minimal supervision or with a team in a fast-paced environment with fluctuating priorities and deadlines.
- Ability to perform root cause analyses - proactively recommending effective courses of action, communicate resolution, and procedures to vendors, management, and end user population.
- Very familiar with supporting computers, laptops and mobile devices.
- Proven fluency with current Windows operating systems, Active Directory, Exchange-based email, Office 365 products, iPhones and iPads.
- Corporate or government working environment experience is extremely beneficial. However, candidate must be comfortable in a less structured, education environment where one-to-one interaction and in person communications is the normal operating environment.
- Must be a Maker Space enthusiast, interested in supporting 3D printing and laser engraving. Spend two hours weekly in Maker Space environment supporting and documenting projects.

- Current experience trouble shooting and supporting user issues with typical audio and video system components found in a corporate, government or classroom environment.
- Ability to communicate technical information successfully, in both verbal and written form, to customers with a wide range of technical knowledge and skills.
- A can-do attitude with a very strong desire to deliver excellent customer service.
- A working understanding of wired and wireless networks and a reasonable understanding of how they can impact access to remotely and locally hosted services.
- Excellent written and oral communication skills.
- A clear and successful methodology of how to solve problems and how to communicate the experiences to others.
- Self-motivated and very eager to master new skills inside a demanding environment that can sometimes be very fast paced.
- Video recording and editing skills not required but greatly beneficial.
- To successfully complete all of the tasks required for this position, you must be able to: lift up to 50 pounds; sit and stand for prolonged periods; periodically stoop, kneel, climb, crouch, crawl; and regularly reach, handle various size objects, feel textures, discern colors and shapes.
- Ability to successfully pass both initial and periodic federal, state and local background checks.
- A good sense of humor will be greatly appreciated.

Salary/Benefits: Forest Ridge School of the Sacred Heart is committed to attracting and retaining outstanding employees through a competitive compensation and benefits package.

Application Process: Applicants should email the required information: Cover letter and resume to Forest Ridge School of the Sacred Heart, Attn: Charles Du, Help Desk Manager, careers@forestridge.org. This position is open until filled.

Forest Ridge School of the Sacred Heart does not discriminate in its employment decisions or practices on the basis of gender, age, race, color, marital status, national and ethnic origin, sexual orientation or any disability that can be reasonably accommodated in the administration of its educational policies and school-administered programs.