Technology Support Specialist

About Francis Parker School:
Francis Parker School is a coeducational independent day school in San Diego, California with 1315 students in grades JK-12. Founded in 1912, the school's mission is "to create and inspire a diverse community of independent thinkers whose academic excellence, global perspective and strength of character prepare them to make a meaningful difference in the world." Francis Parker School has two campuses in close proximity. One in Mission Hills (Lower School JK-5), and a second in Linda Vista (Middle and Upper School 6-8 and 9-12, respectively).

Job Description:

The Technology Support Specialist provides support to the Director of Instructional Technology and Information Systems in the areas of information technology. The person in this position is responsible for installing and maintaining physical technology systems and will be expected to collaborate effectively with educational technology personnel to ensure that instructional technologies and learning tools are operationally supported.

Essential Duties/Responsibilities:

- Perform preventive maintenance on device systems, printers, and equipment
- Manage inventory and maintenance for the following: school-owned employee and student devices, loaner device pool, and printers/copiers. Includes unpacking, configuring, and inventory of new equipment
- Manage imaging process for new and repurposed devices
- Set up and manage student and employee accounts (Google Workspace and other platforms, software, and online systems)
- Manage campus phone system, including assignment of extensions and hardware
- Assist with password resets including Google Suite and other account management
- Supervise the system-wide inventory of educational technology assets including laptops, iPads, software, etc.
- Supervise and assist technology support skills:
    - Perform general troubleshooting and required maintenance of equipment, furnishings (including but not limited to iPads, printers, laptops, projectors, Apple TVs, AV)
    - Unpack, configure, and inventory new equipment
- Assist the Director of Instructional Technology and Information System with network troubleshooting
- Act as a liaison between students/faculty and the Director of Instructional Technology and Information System to ensure that the network meets the daily needs of our school
- Respond to technology help ticketing systems, primarily in the areas of laptops, iPads, Google, printers, and copiers; support help ticket response in other areas when needed
- Must to be able to lift 50 lbs and climb 15 ft

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Mission Hills Campus   4201 Randolph Street   San Diego, CA 92103   619 / 298-9110

Additional Responsibilities

- Support the Audio Visual/Lighting Engineer in the use and upkeep of audiovisual equipment campus-wide
- Research, identify, evaluate and recommend new technologies for both classroom and administrative uses
- Remain current on new developments in software, hardware, networks, telecommunications, training, and maintenance
- Technical Support for Summer and Extended Program Division especially during Summer Camps period

Qualifications:

- Two-year/Associate's degree or higher required (four-year degree preferred) in Information Technology, Information Systems, Computer Science, or a closely related field
- Advanced knowledge of operating systems, hardware, and software
- Experience in an educational setting is desirable
- Knowledge of Mobile Device management; knowledge of Mosyle a plus
- Functional knowledge of network concepts such as TCP/IP and Ethernet
- Fluency and comfort with multiple operating systems, e.g. Google Workspace

Salary and Benefits:

Francis Parker School is committed to attracting and retaining the highest quality faculty and staff through a substantial compensation plan, including competitive salary, TIAA retirement benefits and full medical/dental coverage. Individual salary is negotiable depending on years of experience and educational background.

Pay Range: $29 - $33 per hour, based on experience.

Non-Discrimination:

Francis Parker School values diversity and seeks talented students, faculty, and staff from different backgrounds. All employment decisions are made without regard to unlawful considerations of race, color, sex (including pregnancy, childbirth, breastfeeding and related medical conditions), gender, sexual orientation, gender identity or expression, marital status, religion, national origin, ancestry, age, mental or physical disability, medical condition, genetic information, military or veteran status, or any other basis prohibited by federal, state, or local law.

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Application Process:

If interested in the position, please fill out the electronic Francis Parker School Employment Application HERE. You will need to upload the following documents during this process: a cover letter and resume.

If you CANNOT or DO NOT wish to submit your application through the link above, a cover letter, resume, and a completed employment application should be submitted electronically to:

Frederic Skrzypek, Director of Instructional Technology and Information Systems
fskrzypek@francisparker.org

Please find the PDF of our employment application here: find it here

Please indicate which position you are applying for in the subject line.

https://www.francisparker.org/about-us-/employment

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