

Technology Support Specialist
Redwood Day
3245 Sheffield Avenue, Oakland, CA 94602
www.rdschool.org

Redwood Day Overview:

Redwood Day's K-8 program includes over 380 students all learning together on our 4-acre campus in the heart of Oakland. Everything we do is designed to keep every child engaged and growing. Academically, that means a world-class curriculum, the best teachers, and a focus on the individual student. Socially and emotionally, we teach students to work through challenges, respect each other's differences, and honor their diverse community. We find great strength in multiple perspectives and embrace every opportunity to weave diversity in thought and action into our social, emotional, and academic lives.

Position Summary:

The Technology Support Specialist shall assist in the setup, configuration, installation, and maintenance of new equipment, provide technical support and troubleshooting for existing equipment, and respond to help desk requests within certain prescribed hours. This position works under the direction of the Technology Director. The Technology Support Specialist is a key member of the Technology Team and will need to work collaboratively with all school faculty/staff. This is a 12-month, part-time (0.625 FTE) position.

Job Description:

- Work with the technology team to install, configure, maintain all Windows and Macintosh software, hardware, laptops, peripherals, servers, network equipment, and presentation systems; supervise outsourced repairs and disposals
- Provide primarily 1-to-1 technical support and training for administrators, faculty, staff, and students.
- Maintain Retrospect Backup system
- Manages inventory of all hardware, software and supplies
- AV set-up for various school events; attendance at certain after-hours events required
- Supervise children at recess or during pickup and drop off times as assigned
- Other duties as directed

Essential Job Requirements:

- Expert knowledge of MacOS and Google Apps
- Demonstrated knowledge of FileMaker Pro, Excel, and Word
- Ability to juggle several tasks simultaneously and to remain calm under pressure
- Extensive working knowledge of computer hardware, software, peripherals, and related technologies
- Must be physically able to lift up to 50 lbs

Desired Qualifications:

- Excellent customer service skills and ability to respond to multiple inquiries in a timely manner
- Establish and maintain cooperative and effective working relationships with those contacted during the performance of required duties, including faculty/staff, students, parents and the community
- Able to efficiently plan and organize complex projects
- Able to work independently once the parameters of a project are defined
- Analyze situations accurately and adopt an effective course of action
- Communicate effectively both orally and in writing

- Establish and follow project time lines and meet deadlines
- Able to administer basic first aid as needed (training provided)
- Maintain regular attendance
- Eager to work in a school setting

To Apply

To Apply, please email your cover letter and resume to techsupportjob-2017@rdschool.org by Monday, July 31, 2017.

Limitations and Disclaimer:

The above job responsibilities are meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities associated with the position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor in compliance with Federal and State Laws. Employment at Redwood Day is “at-will”. All job requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Offers contingent on passing a background check and TB assessment.

Non-discrimination Policy:

Redwood Day is an equal opportunity employer and makes employment decisions on the basis of merit. School policy prohibits unlawful discrimination based on race, color, sex (including gender, gender identity, gender expression, transgender, pregnancy, and breastfeeding), religion, sexual orientation, marital status, domestic partner status, age, national origin, ancestry, citizenship status, physical or mental disability, medical condition, genetic characteristics or information, military and veteran status, or any other unlawful consideration under federal, state or local laws. It also prohibits unlawful discrimination based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics.