

**POSITION:** K-12 Technology Support Specialist

**REPORTS TO:** Director of Technology

### **JOB SUMMARY**

Part-time *September to June*, Full-time *July to August*.

Starts July 2017. This position may become full-time as the department grows.

Hours: 8:00am to 12:00pm, Monday through Friday (may be flexible for students).

Requires reliable transportation to travel between two campus sites.

The Technology Department provides serves all functions of the School. Responding to phone calls, emails or in-person requests, the Technology Support Specialist (TSS) provides the initial contact for all computer questions and problems on campus from faculty, staff and students, and documents, tracks and monitors issues to ensure a timely resolution. As a member of the Technology Department, the Technology Support Specialist also provides support to the Director of Technology on projects related to academic programming and administrative functions; collaborates, brainstorms and shares best practices within the department and the school community.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Serve as front-line technical support to faculty, staff, and students—400+ users, 3 sites.
2. Respond to personnel requests for technical support: identify and research problems, document, track, and monitor the problem to ensure an accurate, timely and efficient resolution—escalate ticket and/or contact third party IT vendors as needed.
3. Maintain hardware inventory and software deployment systems, computer imaging processes, as well as other processes, workflows, and standards as needed.
4. Maintain IT onboarding/offboarding process, user accounts, and group policy.
5. Provide network support and maintenance in consultation with Director: switches, servers, virtual machines, wireless access points, etc.
6. Leading the deployment of regular system patches, updates, and security fixes, and perform ongoing maintenance on desktop and infrastructure devices.
7. Troubleshoot and update 3<sup>rd</sup> party and in-house applications to ensure optimal performance.
8. Support Director of Technology with research, purchasing, and projects. Other duties as assigned by the Director of Technology.
9. Provide 1-on-1 and group training to users as needed. Create, and maintain technology documentation and tutorials for the school community
10. Engage in regular professional development that supports the IT department.

### **DESIRED EXPERTISE & EXPERIENCE**

- At least one year of technical support experience that includes managing and troubleshooting hardware, software, storage, networks, and printers, ideally in an academic environment
- An associate degree in a technology-related field
- Strong organizational and time-management skills
- Enjoys working as a member of a team
- Communicates effectively with constituents who have varying degrees of comfort using technology
- In-depth knowledge of and experience supporting: OS X, Windows, iOS, and Chrome OS environments. Certifications associated with IT systems support and networking are desirable.

- Experience with current technologies at Sequoyah School: Dell Sonic Wall, Secure Schools, Cisco/HP switches, Windows/OS X Server, MDM, Ubiquiti Unifi, G Suite and other school management systems.

Sequoyah School has a rich history of diversity and seeks candidates to enhance that tradition. Sequoyah offers competitive salary and benefits.

Interested candidates should send their resume to: Jean-Philippe Fontaine, Director of Technology at [jfontaine@sequoyahschool.org](mailto:jfontaine@sequoyahschool.org).

For more information about Sequoyah School, please see our website at [sequoyahschool.org](http://sequoyahschool.org)