Technology Support Specialist
(Full Time; 12-Month Contract; Frequent night and weekend work.)

Position Description:
Tilton School seeks a qualified Technology Support Specialist, preferably with three to five years experience in an independent secondary school setting, to provide support to the Director of Technology in all areas which include but are not limited to: infrastructure, personnel and professional development, and technological support for all Academic Programs.

Duties and Responsibilities:
- Function as initial contact for all technology support requests from the faculty, staff, and students.
- Assist with the design, implementation and maintenance of projects of the Technology Office
- Plan, coordinate and implement technology education for Post-Grad Orientation, International students, mid-year students, and new employees.
- Coordinate and provide the technology support for standardized testing administrations.
- Design learning resources for faculty, staff and students.
- Attend conferences, workshop, seminars and other events in order to stay current with current and emerging technologies.
- Coordinate and support all school owned cell phones.
- Research, recommend and requisition hardware, software and related resources in areas of responsibility
- Coordinate the installation and maintenance of all non-network related hardware and software.
- Coordinate the troubleshooting and repair of all hardware and software.
- Maintain an accurate and up-to-date inventory of technology resources

Desired Skills/Attributes:
- Excellent customer service skills
- Experience working in an education environment, experience at a boarding/independent school a plus
- Skills needed to install, maintain and troubleshoot Mac and Windows based hardware and software in a networked environment
- Experience working with and supporting users working with G Suite
- Willingness and ability to learn about emerging technologies and participate in the planning and implementation of new systems

- Ability to communicate, both orally and in writing, and work effectively with both large groups as well as individuals with all levels of technology skills
- Ability to work independently
- Strong organizational skills and the ability to prioritize tasks efficiently
- Ability to systematically troubleshoot complex problems
- Ability to lift heavy equipment
- Flexibility to allow for unexpected or unscheduled technology issues

To Apply:

Please submit a cover letter, resume and references no later than July 20, 2018 to Kathy Traynor, Executive Assistant to the Head and Assistant Head of School, at employment@tiltonschool.org. For more information about Tilton School, please visit our website, http://www.tiltonschool.org.

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To learn more about the Tilton Experience, visit www.tiltonschool.org/tiltonexperience