ST. ANNE SCHOOL

JOB DESCRIPTION

Technology Associate

St. Anne School, an independent Catholic School in Laguna Niguel, is seeking a technology associate to join our community. The core objective of the technology associate will be to maintain help desk tickets and assist users with issues encountered on a daily basis. This position will report to the director of information technology. The technology associate will support different types of technologies and experience working in a rapidly-paced school environment. This is an entry-level administrative staff role that will require first-tier technology support for faculty, staff, and students

RESPONSIBILITIES:

- Act as a role model of professionalism in a Catholic environment.
- Support the philosophy, policies, goals of the school, as well as the decisions made by Board of Directors and administrators.
- Insure the health, safety, and welfare of all students.
- Hold in strict confidence all matters pertaining to school.
- Adhere to all policies and procedures as outlined in the parent/student handbook and employee handbook.
- Attend faculty and administrative meetings as needed.

DEFINITION:

Under general supervision, provide technical software, hardware and network problem resolution to all school computer users by performing question/problem diagnosis and guiding users through step-by-step solutions; clearly communicate technical solutions in a user-friendly, professional manner; provide one-on-one end-user training as needed; assist director of information technology; troubleshoot network printer problems; conduct hardware and software inventory, database maintenance and reporting; and perform related work as required.

The technology associate, in conjunction with the technology department, fields all help desk calls and emails from school users and creates the initial record of the request; resolves end-user problems in person; and contacts third-party vendors for warranty service repair.

Each classroom is equipped with a SMART board, printer, and various other peripherals. We expect that the ideal candidate will be adept at troubleshooting issues with Macs, iPads, printers, and SMART Boards, effective at communicating with adults and children, collaborative, organized, and motivated.

DUTIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature.

- Respond to help desk requests via ticketing system, telephone, and email
- Ability to remain calm and supportive with users in the midst of a technology "crisis"
- Ability to work with individuals with a range of technological expertise in a courteous and professional manner
- Install, configure, and maintain software, hardware, and related peripherals
- Troubleshoot and resolve hardware, software, printing, phone, and A/V problems
- Organize and update all purchase orders
- Maintain technology office and storage closets
- Provide A/V support for school events, including musical and theatrical performances
- Maintain hardware asset inventory
- Maintain software inventory and licensing compliance
- Responsible for hardware repairs for warranty and out-of-warranty computers, printers, and peripherals
- Maintain hardware asset inventory
- Electronic whiteboard (Smartboard) and projector hardware/software support
- Provide AV support for school functions as needed
- Wireless network oversight and management
- One-to-one and group training
- Other projects/tasks assigned by director of information technology

REQUIREMENT:

- Working knowledge and experience with computer hardware and software setup, repair and troubleshooting in an Apple (Mac OSX & IOS) environment
- Basic understanding of Windows OS and Windows Server
- Familiarity with Mac OSX, MS Office, Filemaker, Apple Remote Desktop
- Ability to work and communicate effectively in a team situation
- Excellent written and oral communication skills
- Excellent customer services, time management, interpersonal and organizational skills
- Self-motivated and able to multi-task and effectively prioritize and execute tasks in a fast-paced environment

PREFERRED:

Microsoft Windows Server 2003/2008/2012, Microsoft Windows 7,8, 10, HP ProCurve, VMWare, Google Apps for Education, wireless network support, Blackbaud, Networking, Apple Configurator, Cisco Meraki and A/V experience a plus

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight or up to 40 pounds; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information. Ability to climb stairs, walks, and sits for extended periods of time. The ability to climb a ladder for purposes of inspection of equipment when necessary.

Vision: See in the normal visual range with or without correction. Ability to read printed matter and computer screens.

Hearing: Hear in the normal audio range with or without correction. The ability to hear and speak to conduct group training and to exchange information in person, electronically and on the telephone. The ability to understand speech at normal levels.

Hours: Twelve-month, hourly non-exempt employee

Reports to: Director of Information Technology

This is a full time non-exempt position. Please send cover letter, resume, and references to the Director of Human Resources, Melissa Vergara at hr@st-anne.org.