



Growth. Values. For Life.

TECHNOLOGY SUPPORT SPECIALIST
JOB DESCRIPTION

Department: Technology
Supervisor: IT Manager
Status: Full-time

POSITION OVERVIEW:

The Technology Support Specialist assists with the day-to-day operations of the technology department. The incumbent will support the school by providing first-level technology and AV support to all end-users (students, faculty, staff, and parents). The Technology Support Specialist will troubleshoot, research, document, track, monitor, and resolve technical problems in a timely and accurate fashion.

SPECIFIC DUTIES:

Managing Technology

- Installs, configures, troubleshoots, and maintains Mac OS and Windows desktops and laptops, iPads, other peripherals, software, network services, and campus technology systems, including printers and AV equipment.
- Creates and maintains user accounts for all systems.
- Maintains accurate databases of hardware inventory, hardware maintenance, and software installation.
- Manages equipment checkout system, including loaner equipment, cameras, audio systems, and other peripherals.
- Processes new devices and distributes them to end-users.
- Documents installation and configuration procedures.
- Creates/updates software images for computers using schools MDM solution.

User Support

- Provides end-user help desk support for over 400 students, teachers, and staff.
- Provides hardware and software technical assistance for all technology users including creating and maintaining logs of issues, prioritizing them, and communicating resolutions.
- Creates and updates online support tips, directions, tutorials, and documentation.
- Diagnoses and repairs hardware and software problems.
- Facilitates repairs with third-party vendors and monitors warranty work.
- Supports users with Google Apps for Education and other supportive systems.
- Maintains, sets up, and supports AV technology in the classrooms and for special events.

Technology Mentoring & Training

- Supports teachers and students with multimedia projects.
- Leads student and employee laptop orientation sessions.
- Proactively advises the school community of laptop and software-related issues.
- Supports a culture of digital citizenship and the responsible use of technology.
- Stays current with emerging trends and best practices in information and educational technology.

WORK ETHIC:

- Works in a manner that promotes personal safety and the safety of the Ursuline Community.
- Maintains confidentiality at all times regarding the Ursuline community.
- Attends all required meetings and events and willing to perform all other duties as assigned.
- Contributes by personal example to an atmosphere of faith commitment consistent with Catholic values and our founder St. Angela Merici.
- Respects, cooperates, and maintains a positive attitude with colleagues (faculty and staff), students, parents, and alumnae, and exemplifies the core values.

QUALIFICATIONS:

- Bachelor's degree, computer science or information systems preferred, or equivalent IT Certifications.
- Minimum of two years of experience supporting hardware and software at a help desk administrator or equivalent role.
- Knowledge of Google Workspace, Apple, iOS, MacOS, Microsoft and Windows devices.
- Experience working with servers preferred.
- Excellent written and verbal communication skills, along with the ability to collaborate effectively with all members of the community, including, teachers, administrators, staff, students and parents.
- Outstanding customer service and interpersonal skills.
- Demonstrated ability to complete assignments efficiently, set priorities, meet deadlines, and work on multiple projects simultaneously.
- Demonstrated ability to work independently and as part of a team environment.
- Commitment to continuous professional growth and learning, along with the ability to assess and apply new technologies, as needed.

PHYSICAL DEMANDS:

Work is performed in indoor and outdoor environments. The position requires frequent walking, standing, sitting, bending, reaching, climbing, and lifting up to 30 pounds. Specific vision ability required including close, distance, peripheral vision, and ability to adjust focus. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT:

The noise level in the work environment is moderate to high. The employee may be exposed to moving equipment, toxic fumes, chemicals and infectious diseases. While performing the duties of this job the employee occasionally works in outside weather conditions exposed to extreme cold and or extreme heat.