



## Technology Support Specialist

### Position Summary:

The Technology Support Specialist provides timely and attentive help desk support to The Fay School's community in its use of the technology infrastructure. The specialist will act as an in-person client support provider with the responsibility for maintaining and updating hardware, software systems, and other equipment, to ensure they serve the users effectively and efficiently. This person will work cooperatively with Fay's diverse groups, which include faculty and staff, students, and, occasionally, parents. The Technology Support Specialist reports to the Technology Administrator is a 12-month full-time position and serves as a member of the Advancement Team.

### Responsibilities include the following:

- Adheres to given policies, processes and procedures as directed by the Technology Administrator.
- Strategizes and prioritizes responses to help desk and other requests via ticketing system, telephone, and email.
- Assesses and resolves technical problems with computer systems (desktops, laptops, and tablets), interactive whiteboards, printers, VoIP telephones, document cameras, projectors, and other equipment.
- Follows procedures to ensure the accurate inventory of technology assets.
- Follows procedures in the maintenance and replacement of equipment and software.
- Researches and advises on modification and acquisition of software, hardware, and other related equipment.
- Can work long hours, weekends, and be on call as needed.
- Participates in the life of The Fay School by attending various events throughout the year.
- Embodies our commitment to the decisions we make as a school.
- Participates and appreciates our culture of open feedback.
- Participates in meetings that are purposeful and inclusive of all voices.
- Commits to mutual accountability.
- Performs other duties as assigned by the Head of School.

### Qualifications:

- Bachelor's degree or its equivalent in a technology-related field preferred.
- Minimum of two years of technology-related work experience preferred.
- Experience in the following technologies/skills preferred: Windows 10, iOS, Office 365, Microsoft OneNote, Microsoft Teams, FileMaker Pro
- Experience working with in a school setting preferred.
- Experience working with Elementary aged children preferred.
- Experience in working, configuring, cloning, and troubleshooting primarily Windows devices.
- Experience in working with iOS devices.
- Experience in working with Audio/Visual systems and equipment.
- Ability to write and speak effectively
- Ability to work well independently (self-starter) and as a team.
- Ability to manage multiple projects simultaneously.
- Ability to establish effective working relationships with other faculty, staff, students, and parents.

- Ability to perform the following physical tasks:
  - Can frequently lift up to 40 lbs. of equipment or move equipment
  - Can crawl under or around furniture to install equipment
  - Can climb ladders for various tasks

To apply for this position please visit <https://www.thefayschool.org/about-fay/careers> and fill out the staff application and submit along with a resume and cover letter to Brenda Lockett ([blockett@thefayschool.org](mailto:blockett@thefayschool.org)).