



MAYFIELD SENIOR SCHOOL
of the Holy Child Jesus

Technology Support Specialist

Mayfield Senior School of the Holy Child Jesus, a 9-12 independent Catholic girls' school in Pasadena, California, seeks a highly responsive and customer-service driven Technology Support Specialist to provide support to students, faculty, and staff in a school with a student-owned 1:1 program. This year-round position, including summer, will support the successful operation of the school's technology program.

Reporting directly to the Director of Finance, the Technology Support Specialist is the first point of contact for all IT questions, including any application or hardware support questions or issues. They will analyze and diagnose issues and offer a prompt response and resolution working closely with outside vendors to facilitate repairs according to our contracted service-level agreements. The Technology Support Specialist must deliver outstanding customer service in a timely and efficient manner and have the ability to work in a fast-paced school. Working with our technology partner, Knowing Technologies, the Technology Support Specialist helps to identify, address, and escalate when needed any network issues, and provides on-the-ground support to resolve those issues.

Essential Duties and Responsibilities:

- Manage daily operations of the Help Desk, managing the ticketing system and providing technical assistance and support for all users. This involves creating and maintaining logs of issues and prioritizing and communicating resolution with users
- Provide technical support for laptops used by students, faculty, and staff, including hardware and software troubleshooting, system configuration, and user assistance and diagnose and solve a wide range of problems with various operating systems, hardware, and applications efficiently and effectively
- Provide instruction and support in the use of classroom peripheral devices, including, but not limited to: projectors, document cameras, and Apple TVs/Chromecasts
- Assist with classroom setup and breakdown projects, installing technology equipment, and ensuring classrooms are ready for the next academic year
- Create and install standardized images for the deployment, maintenance, and upgrade of devices
 - Document and follow standard computer setup procedures
 - Assign devices to Mosyle MDM to keep an accurate inventory of school-owned devices, updated with approved apps
- Track and maintain inventory in good working condition.
- Install new software and maintain licensing compliance.
- Identify when system problems require larger-scale resolution, such as manufacturer training, product replacement, or upgrades.
- Assist Knowing Technologies with monitoring and maintaining the school's computer systems and networks
- Coordinate with external providers, in particular Knowing Technologies, the company supporting Mayfield's network capabilities
- Troubleshoot other systems as needed for Voice-over-IP (VOIP) phone system, security cameras, etc.

- Assist with coordination and setup of various AV meetings and events throughout the campus
- Troubleshooting and Implementing solutions for client systems via SHS back-end system platforms including Active Directory Console, Sophos Central Manage, Cisco Prime Infrastructure, and Cisco Unified Connection, etc.

Qualifications

- Minimum of three years of experience supporting multiple users in Windows and Mac environments.
- College or technical degree in the technology field or a high demonstrable technical aptitude and substantial professional experience that provides the equivalent knowledge, skills, and abilities.
- A minimum of three years of experience supporting Mac OS, applications, and hardware.
- Demonstrated experience in current technologies including state-of-the-art hardware and software capabilities.
- Clear commitment to the educational philosophy of the school as articulated in the Goals and Criteria of a Holy Child education and professional behavior based upon these policies.
- Strong organizational skills; ability to manage interrupt-driven workload. Demonstrated ability to focus on the task at hand and excellent attention to detail.
- Strong understanding of the Mac and Windows operating systems.
- Demonstrated time management skills; ability to prioritize support requests, work on multiple tasks with minimal supervision, and escalate support requests as necessary to ensure that all support requests are resolved within acceptable time frames.
- Effective, polite, and eager communicator, both written and verbal. Calmness and rationality with a bias towards customer service. Ability to project a professional demeanor at all times and under pressure and to assess what people need
- Team player and ability to work well with a diverse group of students and colleagues; willing to be an active, enthusiastic member of the MSS community. Commitment to equity and inclusion.

Physical Requirements and Work Environment:

- Regularly crawl under or around furniture to install computer equipment
- Must be able to comfortably and safely climb ladders and reach to install computer wiring and perform other tasks, bend, pull, reach, kneel, stoop, and see for near and far work.
- Exposed to a combination of normal office-type environments, outdoors, and shop environments
- Must be able to lift at least 25 pounds unassisted, view a computer screen, and type on a computer keyboard at least 90% of work time.

Salary

The annual salary range for this position is \$35-\$40 per hour based on 3.5 days per week. A comprehensive benefits package will be provided including 403(b) matching contributions upon hire.

To Apply

Please send a cover letter, resume, and three professional references to Human Resources (Lisa.Hernandez@Mayfieldsenior.org).

Mayfield Senior School does not discriminate on the basis of race, gender, sexual orientation, or national and ethnic origin in the administration of its hiring practices.