Technology Support Specialist

Carrollwood Day School is a private independent International Baccalaureate World School offering a college preparatory curriculum for students from preschool through 12th grade with an emphasis on character education.

We are currently seeking a full-time Technology Support Specialist for the 2017- 2018 academic year. The Technology Support Specialist supports faculty, staff and students across two campuses by monitoring, maintaining and improving network hardware, server resources, systems and key processes as a member of the Information Technology team. The Technology Support Specialist must have a strong diagnostic and analytical technical skill set about multiple technologies.

In this twelve-month position, the Technology Support Specialist will have duties and responsibilities in many areas, including but not solely limited to:

Responsibilities:

- Acts as primary contact for teachers and staff on technical assistance matters in person, via phone, email and helpdesk system
- Diagnose and repair basic hardware and software technical matters on user devices
- Installing software on users devices
- Device support knowledge of Apple Devices, monitors, projectors and peripherals
- Audio Visual (Projectors, Sound, Microphones, etc) setup and configuration.
- Simple troubleshooting of copier MFPs and printers
- Assist with writing training, process, and ticket documentation (procedures), and train end-users
- Coordinate technical setup for school events
- Work with teachers to ensure success of major projects
- Follow up with faculty/staff/students to ensure the service delivery results were satisfactory, efficiently delivered, and consistent.

Qualifications:

- Able to work with minimal supervision
- Customer first attitude
- Able to be proactive, take direction and establish ownership of projects.
- Basic computer, software and network troubleshooting skills
- Familiarity with a variety of software including MacOS, iOS, and Google's G Suite of products
- Information technology or related field preferred but not required based upon experience.