



## Technology Support Specialist

### School Description

Santa Catalina School is a vibrant, independent, Catholic school offering student-centered co-education to PreK through grade 8 and an all-girls' boarding and day college preparatory upper school serving grades 9 through 12. *Santa Catalina exists to develop in each student a striving for excellence, a maturing awareness of moral and spiritual values, a sense of responsible purpose, and a determination to serve the world with courage, grace, and compassion.* With the cornerstones of excellence, spirituality, service, and responsibility, the school is committed to providing a supportive learning community for each student to grow in their intellectual, personal, and spiritual life, making Santa Catalina a transformational educational experience for its students.

### Position Summary

Santa Catalina School, a nationally recognized PreK-12 independent Catholic school in Monterey, California, is currently seeking a full-time, non-exempt Technology Support Specialist to provide support to students and faculty and staff in a fast-paced educational environment with a robust student-owned 1:1 program in grades 4-12. This year-round position, including summer, will support the successful operation of the school's technology program. This individual will be 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 a flexible schedule to support evening events.

### Position Description

Under the direction of the Assistant Head of School, the Technology Support Specialist provides excellent customer support for all users by responding to technology support requests by prioritizing requests submitted through the school's ticketing system (Spiceworks). The Technology Support Specialist uses their technical knowledge, understanding of digital devices, and ability to troubleshoot macOS, iOS, Windows, and Chromebook devices to support the academic program for students and teachers, as well as the various administrative functions of non-academic departments across campus. Using both Mosyle and Meraki MDM managers, the Technology Support Specialist maintains an accurate inventory of user devices, peripherals, and network hardware. This role provides instruction and training for all new employees regarding their school-issued devices, as well as for network and Google Workspace access and operating their workstation telephone, printer, and any other peripheral device necessary for their job function. Similarly, the Technology Support Specialist provides instruction to students to access their Google Workspace account and other software and hardware access appropriate for students. 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.

Santa Catalina School believes that each employee makes a significant contribution to its success. That contribution should not be limited by the assigned responsibilities. Therefore, this



position description is designed to outline primary duties, qualifications, and job scope, but not limit the incumbent nor the organization to just the work identified. It is our expectation that each employee will offer his/her services wherever and whenever necessary to ensure the success of our endeavors.

### **Essential Responsibilities**

- Provide in-person, email, and phone support for faculty, staff, and students
- 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 instruction and support in the use of classroom peripheral devices, including, but not limited to: projectors, document cameras, and Apple TVs/Chromecasts
- 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
- Maintain documentation for user device setup, network, user applications, and software
- Maintain working relationships with all vendors and be up-to-date on system changes and procedures
- Coordinate with external providers, in particular Knowing Technologies, the company supporting Santa Catalina's network capabilities
- Troubleshoot other systems as needed for Voice-over-IP (VOIP) phone system, security cameras, etc.
- Learn new techniques to improve IT processes
- Provide step-by-step end-user training as needed for hardware/software. This may involve writing "how-to" documentation and creating/posting videos
- Assist Knowing Technologies with monitoring and maintaining the school's computer systems and networks
- Set up tech for meetings and special events, which may happen in the evenings. Provide occasional tech support on weekends/evenings

### **Other Responsibilities**

- Other responsibilities as assigned to support the school

### **Qualifications**

- Three or more years of experience supporting multiple users in Mac and Windows environments, including applications and hardware
- College or technical degree in the technology field or a high demonstrable technical aptitude and substantial professional experience that provides equivalent knowledge, skills, and abilities
- Ongoing professional development to ensure that you remain knowledgeable of relevant technology that would benefit the efficient Help Desk and tech support operations
- Demonstrated hands-on experience in current technologies, including state-of-the-art hardware and software capabilities
- A commitment to the mission and identity of Santa Catalina School
- A desire to participate fully in the Santa Catalina community



- Successful completion of a LiveScan criminal background check as required by law

### **Competencies**

- Strong understanding of Mosyle MDM System and managing macOS, iOS, Windows, and Chromebook operating systems
- Proven experience troubleshooting and fully resolving all technical issues by identifying and implementing solutions, or escalation of issues to next-level support
- Understanding of best practices in technology support in a school environment:
  - Customer service focus and demonstrated excellence
  - Simultaneous detail-orientation while having the ability to see the “big picture”
- macOS and Windows 10 troubleshooting and support
- Knowledge of wired and wireless networking basics
- Google Workspace for Education administration
- Microsoft Office/Google Workspace for Education
- Ticket management
- Asset tracking
- Able to complete projects efficiently and independently
- Excellent communication skills, both written and verbal
- Excellent organizational and time management skills
- Is seen as a team player
- Ability to interact with people in person, via telephone, and other communication technologies
- Ability to manage competing priorities with professionalism
- Exceptional customer service skills
- Familiarity with cybersecurity best practices
- Proficiency in Google Workspace is preferred

### **Supervisory Responsibilities**

- This position does not supervise other employees

### **Working Conditions and Compensation**

- Ability to be physically active in order to access by foot or mobile cart any and all areas of our 36-acre campus and to attend meetings and other job-related gatherings
- Ability to work in various positions, including, but not limited to, standing, bending over, crouching, sitting, reaching, driving (a cart) for extended periods of time, and needing to lift up to 50 lbs.
- Santa Catalina School offers competitive insurance and retirement benefits
- Salary Range: \$27.00 to \$33.00 per hour depending on experience

### **Equal Employment Opportunity**

Santa Catalina School is an equal-opportunity employer. Employment at Santa Catalina School is based solely on qualifications and competence for a particular position, without regard to race, color, national origin, citizenship, age, religion, sex, sexual orientation, gender identity or expression, veteran status, disability, marital status, or any other category protected by the law.

### **To Apply**

Interested candidates should visit our website to complete and submit an application, resume,



Santa Catalina School

and cover letter:

[www.santacatalina.org/employment](http://www.santacatalina.org/employment)

Electronic submission of candidate papers in .pdf format is preferred.

Santa Catalina provides reasonable accommodations to employees and applicants with disabilities. Applicants who need accommodations to participate in the application process should contact [employment@santacatalina.org](mailto:employment@santacatalina.org).