

JOB DESCRIPTION	
Position Title:	Technology and Help Desk Specialist
Supervisor:	Director of Technology and Educational Technology
Revision Date	06/12/2023
Classification:	Exempt / 12 month position
Department:	Administration

POSITION SCOPE: The Technology and Help Desk Specialist is responsible for providing Technical Support to employees and students in an Elementary School setting. Under the supervision of the Director of Technology, this position will assist with Help Desk functions, deploying devices with JAMF, performing inventory and assigning devices to students, and troubleshooting network and WiFi problems.

Salary Range: \$59,000 to \$64,000 per year

The ideal candidate will:

- Have exceptional research, organizational skills and follow through
- Have strong skills in strategic thinking and technology integration
- Have the ability to support and motivate people
- Have demonstrated strength in committee and project management
- Have the ability to deliver multiple assignments on time
- Have exceptional social emotional intelligence and interpersonal skills
- Have strong written and oral communication skills
- Have a demonstrated desire to be part of a collaborative, high functioning, and creative team
- Promote excellence through continuous process improvement and the creative pursuit of new ideas, partnerships, and systems
- Remain calm and supportive with users in the midst of a technology "crisis"
- Work with individuals with a range of technological expertise in a courteous and professional manner
- Be an independent problem-solver
- Take initiative and possess the ability to create, innovate, and implement action
- Be an educational leader who sets goals, manages priorities, and has high expectations
- Be a reflective practitioner and a good listener and possess the ability to give and take constructive feedback
- Have a good balance of visionary ideas and practical solutions
- Be an exceptional, caring practitioner who is up-to-date on best practices educational technology and technology systems

- Have a positive outlook, a growth mindset, and an enthusiasm for working with educators, students, and their families.

Responsibilities/Duties

- Serve as the first responder for technical support for the entire school community
- Respond to help desk requests promptly
- Install, configure, and maintain software, hardware, and related peripherals
- Troubleshoot and resolve hardware, software, printing, phone, and A/V problems
- Oversee iPad and MacBook deployment and management
- Maintain software inventory and licensing compliance
- Manage hardware repairs for warranty and out-of-warranty computers, printers, and peripherals
- Maintain hardware asset inventory
- Support with classroom interactive displays
- Support the Director of Technology with wireless network oversight and management
- Support employee onboarding and offboarding, including technology orientations
- Stay abreast of emerging technology trends and devices to ensure students, faculty, and staff have the best access to technological tools
- Assist with user account management and access in Google, Clever, and other systems
- Provide step-by-step training as needed for hardware/software through "how-to" documentation
- Responsible for tech setups for meetings/events as well as other audio-visual requests for school functions as needed
- Support the technology team with all other functions including, but not limited to data management, security, etc.
- Support Director of Technology with Veracross student information system maintenance and management
- Perform other projects/tasks assigned by the Director of Technology and the CFO

PREREQUISITE KNOWLEDGE, SKILLS, AND ABILITIES:

- Bachelor's degree required/strongly preferred
 - Minimum 5 years experience in technology support services
 - Innovative thinker, willing collaborator, and exceptional communicator
 - Ability to establish and maintain productive, respectful relationships with a diverse community of students, faculty, staff, and parents
 - CompTIA A+ and Network+ Certification strongly preferred
 - Apple Teacher Certification strongly preferred
-

This job description is not intended to be all-inclusive and the employee may also be asked to perform other reasonably related job duties as assigned by their immediate supervisor and other school administration as required. All employees may be required to perform duties outside of their normal responsibilities from time to time as needed. Echo Horizon School reserves the right to revise or change duties as the need arises. This job description does not constitute a written or implied contract of employment.

Echo Horizon School is proud to be an Equal Opportunity Employer. We do not discriminate on the basis of race, color, ancestry, national origin, religion or religious creed, mental or physical disability, medical condition, genetic information, sex (including pregnancy, childbirth, and related medical conditions), sexual orientation, gender identity, gender expression, age, marital status, military or veteran status, citizenship, or other characteristics protected by state or federal law or local ordinance.