

## **Technical Support Specialist Needed**

St. Edith Catholic School and Church has a robust technical infrastructure that supports over 200 students and faculty. We have a Cisco Meraki network infrastructure, Epson Smart Boards in every classroom, a computer lab of 28 Windows PCs, 1:1 ratio of iPads to students, several networked printers, wireless connectivity throughout the entire campus, and every teacher has a laptop. We are looking for a part-time technical support specialist, to provide regular on-site support for day-to-day issues. The overall infrastructure is supported by volunteer experts in technology and this individual would work closely with these volunteers

### ***Technical Support Specialist Job Responsibilities & Requirements***

- Resolves issues, technical requests or problems raised by the staff or students in a timely manner
- Troubleshoots technical and process issues to maintain productivity.
- Communicates regularly with the Volunteer IT experts, including escalation of issues as needed
- Documents updates to tickets, requests and/or problems opened by staff
- Provides training in person, as needed, to staff on new technology, or common issues encountered
- Provides suggested improvements to the IT volunteers to help improve the operation of the network environment
- Provides hands-on, on-site support in a flexible, but regular, schedule throughout the school year
- This is a part time position up to 19 hours per week without benefits

### ***Technical Support Specialist Qualifications/Skills:***

- Excellent problem-solving and troubleshooting skills.
- The ability to communicate technical information in an accessible manner to non-technical teachers and staff
- A process improvement mindset.
- Software maintenance and testing capability.
- Disciplined approach to supporting and maintaining an enterprise environment.
- Basic knowledge of networking principles and operating systems.
- Ability to effectively prioritize and execute tasks.
- Customer-service focus with a collaborative mindset.
- Hands-on problem-solving ability.
- Willingness to learn new technologies.
- Knowledge of wireless networks, Office 365, Windows 10, Azure Active Directory, Active Directory, Intune and iPads

### **Education, Experience, & Licensing Requirements:**

Prior experience working on a Helpdesk, in IT, or similar technical function preferred. If interested in applying send a resume to Linda Kramer at [lkramer@stedith.org](mailto:lkramer@stedith.org)