



**St. Mary's Academy  
Paid Technicianship Opportunity**

**Job Position: Educational Technology Support Technician**

**St. Mary's Academy Overview:**

St. Mary's Academy, located in Englewood, Colorado, is Metro Denver's premier Catholic, independent school offering rigorous academics in its co-ed lower and middle schools, and its high school for girls. St. Mary's Academy offers a safe yet innovative program that embraces all student backgrounds and fosters character and moral development from Junior Kindergarten to Graduation.

St. Mary's Academy is a close community where faculty and staff serve as role models for the students in accordance with a mission to foster excellence in each child through academic achievement, spiritual development and service. The qualities of a strong work ethic, desire for personal growth, and commitment to life-long learning that St. Mary's Academy expects of students is likewise an expectation for faculty and staff. Each day, too, is an opportunity to live the Loretto School Values of faith, community, justice, and respect.

St. Mary's Academy is committed to recruiting and retaining a diverse faculty and staff who are dedicated to their profession and to the well-being and life of the St. Mary's Academy community. St. Mary's Academy does not discriminate on the basis of age, color, sex, disability, marital status, national or ethnic origin, race, sexual orientation or religion. This policy applies to all areas of student concerns: educational policies, admission policies (historically high school admission is open to women only), scholarship, and grant-in-aid programs, athletic and other school-administered programs as well as employee/personnel concerns. St. Mary's Academy is an equal opportunity employer.

**Job Description:**

The SMA Technology Department is an energizing place to work and grow professionally and our technology program, including the 1-to-1 laptop program, HS Robotics club, and computer science curriculum, plays an essential role in supporting our mission and enhancing the teaching and learning at St. Mary's Academy.

**The Educational Technology Support Technician Role**

We seek an energetic, responsible, and reliable Educational Technology Support Technician to help ensure that all technology on campus works effectively and reliably. Ultimately, the goal is to assist



faculty, students, and staff integrate laptops and other technology tools into their work and studies. Having said that, this position is first and foremost a customer service position, and good customer service skills are imperative.

The Director of Infrastructure Technology and the Academy Director of Technology will both act as mentors to the Educational Technology Support Technician to help him/her learn and master all aspects of end-user academic technology. The ETS Technician will report directly to the Director of Infrastructure Technology, who in turn reports to the Director of Technology.

The ideal candidate will possess strong communication and people skills, as well as an enthusiasm for K-12 education. S/he also will demonstrate initiative, curiosity, flexibility, independence, patience, and a good sense of humor. Understanding candidates are currently students with their own studies and obligations, the schedule for the role is flexible (assuming excellent communication between Technician and SMA).

### **Educational Technology Support Technician Responsibilities**

#### User Support:

- The EdTech Support Technician will provide direct end-user help desk support for the entire Academy, which includes roughly 950 students, teachers, and staff.
- Utilising an online Help Desk ticket support system, the Technician will:
  - Create and update online support tips, directions, tutorials, and documentation.
  - Diagnose and repair hardware and software problems.
  - Facilitate repairs with third party vendors and monitoring warranty work.
  - Support users with Google Apps for Education and other academic online systems.
  - Troubleshoot classroom AV technology issues.
  - Provide multimedia set-up for special events.
  - Assist in network connection problems.
  - Foster a culture of empowered self-help and troubleshooting.
  - Assist with training of students related to digital tools and practices.
  - Will stay current with emerging trends and best practices in educational technology.

### **Qualifications/Requirements:**

While the ETS Technician is an entry-level position, there are certain qualifications and requirements to ensure the Technicians success in the role. Those qualifications should include the following:

- Current enrollment in any Undergraduate or Graduate degree (including Community College). Strong preference given to Degrees in education, technology, or related fields.

# ST MARY'S ACADEMY

FAITH COMMUNITY JUSTICE RESPECT

- Ability to work at least 20 hours a week, although requirement is flexible given other qualifications and experience.
- Exposure to basic computer hardware and software (MacOS, iOS, and Google Chromebooks preferred).
- Exposure to G Suite / Google Apps for Education or Office 365 for Education.
- Familiarity with Learning Management Systems a huge plus (from the student perspective).
- Technology support involves tactfully handling and putting out many simultaneous fires (metaphorically). Candidate must be comfortable and confident running *into* the fire.
- MOST IMPORTANT- Ability / willingness to learn new technologies as needed and provide excellent general customer service at all times.
- A sense of resonance with the St. Mary's Academy mission: *St. Mary's Academy fosters excellence in each child through academic achievement, spiritual development, and service. The Loretto School values of faith, community, justice and respect provide the foundation for students to be powerful agents of change.*

## **Hourly Rate:**

Rate is competitive for an entry level position of this type.

## **How to Apply:**

Interested candidates should email or scan a resume to:

## **Contact Person:**

Peter Estacio  
Director of Technology  
St. Mary's Academy  
4545 South University Blvd.,  
Englewood, CO 80113

**E-mail of Contact Person:** [tech-jobs@smanet.org](mailto:tech-jobs@smanet.org)