



ST. JOHN'S
EPISCOPAL SCHOOL

Position Title: Technology Support Specialist

Date Modified: December 11, 2018

FLSA Classification: Non-Exempt, 12-month

Reports to: Director of Technology

Position Purpose:

St. John's is a Pre-K - 8th grade school with a focus on providing a modern education, in part through our 1:1 iPad program, *Imagine*. In support of this program, the Technology Support Specialist will provide Level 1 technical support for the St. John's community. It will require flexibility in his or her schedule and will require occasional support for after school and weekend events.

Expectations:

Primary responsibilities include, but are not limited to:

- Troubleshoot problems with computer systems, including hardware, software, network and peripheral equipment
- Support faculty, staff, and student use of PCs and iPads as well as provide ongoing training
- Maintain accurate inventories of all equipment
- Installation of new hardware and software
- Imaging, deployment, and management of PCs and iPads
- Interface with consultants and support companies
- Assist with maintenance and upkeep of network infrastructure
- Provide set up and support for academic performances, special guests and events
- Assist the Technology Department with research and planning for new purchases

Qualifications:

The ideal candidate will have the ability to provide technical support to individuals with a wide range of technological expertise on various platforms in a face-paced environment. Qualifications include:

- Strong knowledge of Windows (Desktop/Server) and iOS platforms
- Experience with Office 365, MDMs, Active Directory a plus
- High degree of technical aptitude
- Excellent communication and people skills
- Excellent research and problem-solving skills
- Understanding of network infrastructures and basic TCP/IP networking
- Comfortable working with adults and children of different skill levels
- Bachelor's Degree, Technical Certification, or equivalent experience preferred



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Physical Requirements and Work Environment:

- The ability to lift at least 30 pounds
- The ability to, at times, work standing, lifting and kneeling for extended periods

The Church and School are located in a park-like setting on 10 acres in East Dallas. The School building is a spacious, up-to-date facility with décor that is colorful and inviting to children.

St. John's Episcopal School was founded in 1953 as a co-educational, parish-affiliated school. St. John's is accredited by the National Association of Independent Schools (NAIS), the Independent Schools Association of the Southwest (ISAS) and the Southwestern Association of Episcopal Schools (SAES) and admits students of any race, color, religion, and national or ethnic origin to all the rights, privileges, programs and activities generally accorded or made available to students at the school. We do not discriminate on the basis of race, color, religion, and national or ethnic origin in the administration of our educational policies, admissions policies, scholarship and loan programs, and athletic and other school-administered programs.