



Application Support Specialist

Cathedral High School in Indianapolis, an independent Catholic college preparatory high school in the Holy Cross tradition, is seeking an Application Support Specialist. The chosen candidate will be hired to begin employment at Cathedral during the 2021-2022 school year. If interested, complete the online application on [Cathedral's Career Page](#).

Applications are being reviewed now. Deadline to submit an application is July 7, 2021

Job Summary

Cathedral High School is seeking a full-time Application Support Specialist to provide the necessary technical support for various cloud based applications implemented throughout the school. The Application Support Specialist will be responsible for applications including but not limited to Schoology, Filewave, Remind, Turn-it in, and Respondus. We are seeking someone who enjoys working with passionate people in a fast-paced environment. Experience working in the education field is important for understanding how technology supports educational outcomes, and that a culture of collaboration and creativity can support success.

The Application Support Specialist will report to the Director of Technology.

Essential Duties & Responsibilities

include the following, with the understanding that other duties may be assigned:

- Facilitates day-to-day support, training, and operational functions of the Learning Management System
- Maintains all system integrations with Learning Management System
- Proficient in running data queries and manipulating excel and Google sheets
- Provides technical expertise and Tier 2-3 support for the Student Management System, Powerschool.
- Supports and troubleshoots configurations for all endpoint devices (laptops, iPads, cell phones, desktop computers, printers, etc) within our Apple environment
- Assist the Technology team with helpdesk tickets
- Works collaboratively with the Technology Team in formulating strategic goals.
- Attends various events (e.g. meetings, conferences, training sessions, school information sessions) for the purpose of communicating and/or gathering information required to perform the functions of the job
- Authorizes permissions and individual access to technology applications or services for the purpose of ensuring proper access to technology systems by staff, students, parents and

- other constituents
- Works with the Technology Coordinator to maintain technology equipment and systems for the purpose of ensuring that systems are functioning properly and effectively in support of administrative and educational operations
- Prepare and maintain reports for each and every project handled
- Provide training to the users regarding any upgraded systems
- Updates the technology webpage
- Willingness to participate in Cathedrals Shared Vocation supporting the Mission and Vision
- May perform other duties as required

SUPERVISORY RESPONSIBILITIES:

None

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

Bachelor's degree (B.A./B.S.) from a four-year college or university in technology; or four (4) to six (6) years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS:

Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints. Ability to write speeches and articles using original or innovative techniques or style.

MATHEMATICAL SKILLS:

Ability to apply advanced mathematical concepts such as exponents, logarithms, quadratic equations, and permutations. Ability to apply mathematical operations to such tasks as frequency distribution, determination of test reliability and validity, analysis of variance, correlation techniques, sampling theory, and factor analysis.

REASONING ABILITY:

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Incumbent must be able to sit, stand, walk, use hands and fingers as well as talk or hear routinely throughout the work day. Incumbent must also be able to climb, kneel, stoop, crouch or balance regularly as a part of this job. Incumbent may be required to lift or carry up to 50 pounds routinely as a part of this job.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Incumbent will work in a general office environment with moderate noise.

Character Qualities necessary to be successful in this position:

- Diligent
- Thorough
- Employee Focused
- Willingness to troubleshoot the unknown
- Strong organizational skills along with excellent oral and written communication ability
- Ability to work with minimal direction and supervision
- Highly motivated and self-directed
- Excellent customer service skills
- Ability to multitask on several tasks at any given time
- Proactive problem solving and strong analytical skills