LAURENCE SCHOOL

HELP DESK ASSOCIATE

Laurence School is seeking an energetic, positive individual with excellent customer support skills. A successful candidate will have strong communication skills and possess the ability to wear many hats throughout the course of the school year. Under the supervision of the Director of Technology, the Help Desk Associate is the primary point of contact for faculty, staff, and students requiring technology support. The Help Desk Associate is responsible for monitoring the help desk portal and providing remote, telephone, or face-to-face support for software and hardware issues, and escalating to senior staff when necessary. Other responsibilities include audio/video equipment setup and providing one-on-one training for faculty and staff.

ESSENTIAL JOB RESPONSIBILITIES:

- Act as the first point of contact, provides technical support for faculty, staff, and students
- Actively uses Helpdesk system to document, track, and prioritize support requests
- Identifies recurring issues and escalates to senior staff when necessary
- Installs, configures, and maintains user workstations, mobile devices, and classroom tools ensuring that all department setup parameters and guidelines are met
- Assists users and provides training in using classroom technology tools, mobile devices, and network equipment
- Creates job aiding tutorials as needed
- Setup audio/visual equipment for special events

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.

Qualification Requirements
To perform this job successfully, an individual must be able to perform each essential duty to the satisfaction of the Head of School. 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.

Minimum Requirements

- Bachelor Degree in computer science or equivalent
- Experience troubleshooting Windows, macOS, iOS, and ChromeOS platforms
- Experience troubleshooting printers
- Experience with G Suite for Education

- Experience with ticketing systems
- Excellent teamwork and communication skills
- Excellent problem solving skills
- Ability to prioritize and complete tasks in a fast-paced environment
- Approachable, comfortable with ambiguity, and can-do spirit

Preferred Additional Skills:
- Certifications: CompTIA A+
- Experience with interactive boards
- Knowledge of domain services including file sharing, printer sharing, and email services
- Video editing experience with iMovie
- Image editing experience with Photos/iPhoto
- Programming experience in HTML and CSS

To Apply
Interested candidate should send their resume to Liz Beck, Director of Technology at jobs@laurenceschool.com