ST. GEORGE'S
EPISCOPAL SCHOOL

Position: Desktop Support Technician
Reports to: Director of Information Technology
Non-exempt Part-time | Rotational Shift (M-F) of 24 hours per week

St. George's Episcopal School is a coeducational, independent school serving approximately 385 students from age one through eighth grade and employing approximately 100 faculty and staff. Here, each child grows academically, creatively, emotionally and spiritually while developing a sense of self-worth and moral responsibility. This is a family-like atmosphere of care and concern with a highly trained and dedicated faculty. Educational excellence at St. George's begins with the simple premise that each child is unique—that is, each child's strengths are worth cultivating and celebrating, and each child's challenges are worth identifying and embracing, for only then will grit and perseverance accompany growth and development. This is why our graduates develop into lifelong learners and consequently find acceptance and success in the finest high schools in New Orleans. This is also why our parents, grandparents, alumni, friends and students have an enduring love for the school.

Position Summary
The Desktop Support Technician supports and maintains computer systems, desktops and peripherals. The Desktop Support Technician will be responsible for installing, configuring, troubleshooting, repairing and upgrading all organizational hardware, software and equipment and will report directly to the Director of Information Technology.

Essential Duties and Responsibilities
- Assists the Director of Information Technology (DoT) with delegated responsibilities, including projects, planning and any other tasks assigned by the DoT.
- Provides ground-level support for students and staff experiencing immediate need for technical support on hardware devices or with software accounts.
- Resolves technical issues via phone, in person or electronically.
- Performs hardware and software installations, configurations and updates as needed.
- Troubleshoots and provides support for network and wifi issues.
- Maintains student and teacher devices (laptops, iPads, desktops, interactive boards, audio visual equipment and printers).
- Maintains and monitors Asset Management system, ensuring proper tracking of all school-owned devices and use of school-purchased consumables (printer toner).
- Handles all warranty claims and creates purchase orders for consumable items.
- Responds in a timely and compassionate manner to all request tickets received during work hours.
- Performs carpool duty.

Qualification Requirements

- Bachelor of Science in Computer Science preferred; HS Diploma with work experience in related IT disciplines required.
- Ability to learn knowledge of new systems quickly and apply them in the work environment.
- Experience in diagnosis of hardware, software and network issues.
- In depth knowledge of how operating systems and software platforms work.
- Expert knowledge of Google Workplace and Windows.
- Strong customer service and effective communication skills.
- Solid troubleshooting and critical thinking skills.
- Thorough organization and documentation skills.
- Effective time management skills.
- Ability to multitask and prioritize projects.
- Enthusiasm for user support and training.
- Willingness to work with children.
- Desire to work in a team environment.
- Ability to lift up to 35 lbs.
- A sense of integrity, ethics and confidentiality, and an ability to carry out responsibilities in accordance with the school's policies and procedures.

St. George's Episcopal School as an Equal Opportunity Employer

St. George's aims to employ a collaborative, creative, joyful and diverse faculty and staff. We hire without consideration to race, religion, creed, color, national origin, age, gender, sexual orientation, marital status, veteran status, disability or any other category protected by applicable law. We are committed to an inclusive school culture and to recruiting and hiring faculty of diverse backgrounds and experience.

Please send a PDF of your resume and cover letter to the Director of Human Resources, Jé Gales at je.gales@stgnola.org.