



**Position Title:** Date & Tech Lifeguard  
**Position Status:** Full-time, 12 months  
**FLSA Classification:** Non-Exempt  
**Reports To:** Chief Innovation Officer

### Position Purpose

The Tech & Data Lifeguard (TDLG), a member of the Springside Chestnut Hill Academy (SCH) Innovation Team, has two main responsibilities:

- assisting the Database Administrator to further SCH's data goals.
- assisting with technology support for SCH's employees and students.

Both responsibilities should be achieved by finding creative and insightful solutions to problems, collaborating with colleagues, and being both imaginative and disciplined in their approach to solving problems.

### Essential Functions

- Supports databases, essential functions, and data management in Blackbaud systems (Edge, Core, and NXT) for all offices (Admissions, Business, Communications, Development, Registrar, and School Divisions) and users (including technical support) of Blackbaud and related products (i.e., BrightArrow, Web Site, Learning Management Solutions, and others, etc.)
- Works on cutting-edge Apple hardware and software to fix problems, teach users new technologies and create solutions when none exist.
- Utilizes Google Workspace and related Google Marketplace apps to support both on-site and remote learning.
- Carries sets up, operates, and disassembles AV and technology equipment (including speakers, mixers, microphones, projectors, laptops, wireless mics, etc.).
- Responds to in-person and remote requests, phone calls, help desk tickets, emails, IMs, video conferences, and other communication tools.
- Be a creative problem solver when required
- Leads one-on-one and group training sessions.
- Researches solutions to problems that are beyond the scope of the current knowledge base.
- Works on other tasks as assigned.
- Calls technology companies to handle warranty and non-warranty repairs.
- Attends staff meetings, open houses, special events, etc., as required.
- Other duties as assigned by CIO and other team members.

### Qualifications

- Bachelor's degree or recent college graduate with demonstrated experience in the technology arena. Education or technology background is a plus.
- Mac and iOS certified technician (ACMT, ACiT).
- Fluency with tools such as Google Sheets, Excel, CSV files, and data connections such as APIs.
- Android, Chrome OS, and Windows experience are a plus.
- Innovative thinker who is able to effectively understand how data and technology work.
- Must demonstrate attention to detail and quality standards while focusing on operational excellence.
- Strong analytical technical capabilities and the ability to work through technology difficulties and filter information from employees and students.
- Requires a person who will excel in a collaborative, elastic, and fast-paced team environment.
- Must be physically capable of performing multiple tasks while working on multiple projects simultaneously under "deadline" situations.
- Ability to work a flexible schedule including evenings, early AM, and weekend events.
- Must have a personal smartphone to run apps needed for the Team.
- Demonstrates initiative, is conscientious, and provides complete follow-through on areas of responsibility.
- Demonstrated sensitivity, knowledge, and understanding of the diverse backgrounds of community members with a continuous focus on healthy relationship building.

### Physical Requirements and Work Environment

- This role includes hookups and lifting of AV and technology equipment and its related components.
- Regularly use close and distance vision.
- Sitting, standing, walking, kneeling, crouching, stooping, and lifting up to 50 lbs.
- Work at desk and computer screen for extended periods of time.
- Turn, bend, reach, and occasionally climb.
- Work in a traditional climate-controlled environment.

**Application Procedure**

Interested candidates, please email a cover letter, resume, and contact information for three references to [careers@sch.org](mailto:careers@sch.org).

*Springside Chestnut Hill Academy is an Equal Opportunity Employer.*