



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

### Position Purpose

The Tech Lifeguard (TLG), a member of the Springside Chestnut Hill Academy (SCH) Innovation Team, is responsible for assisting with technology support for SCH's faculty, staff, and students. In addition to providing support, the TLG is charged with finding creative solutions to problems, collaborating with colleagues, and being imaginative in his/her approach to solving problems. The TLG position normally works during regular business hours and does require occasional flexible scheduling, including some evenings, early AM, and weekend events.

### Essential Functions

- 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.
- Responds to in-person and remote requests, phone calls, help desk tickets, emails, IMs, video conference, 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 tasks as assigned by the CIO or Director of Infrastructure.
- Prepares, manages and staffs events as needed (microphones, sound, live streaming, etc...)
- Calls technology companies to handle warranty and non-warranty repairs.
- Attends staff meetings, open houses, special events, etc., as required.
- Carries, sets up, operates, and disassembles AV and technology equipment.
- 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 a plus.
- Mac and iOS certified technician (ACMT, ACiT).
- Fluent with audiovisual and computer technologies, including Google Workspace. Windows and Android are a plus.
- Innovative thinker who is able to effectively understand how technology works.
- Strong analytical technical capabilities and the ability to work through technology difficulties and filter information from faculty and students.
- Requires a person who will excel in a collaborative, elastic, and fast-paced team environment.
- Demonstrated sensitivity and understanding of the diverse backgrounds of community members with a continuous focus on healthy relationship building.
- Must be capable of performing multiple tasks while working on multiple projects simultaneously under "deadline" situations.
- Must have a personal smartphone to run apps needed for the team.

### 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 a 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.*