



*Eagle Hill School, a life-changing experience, offers children who learn differently the opportunity to grow into capable, resilient students with the self-confidence and character necessary to meet the challenges they will face beyond Eagle Hill.*

**Job Title:** Technical Support Specialist      **FLSA Classification:** Exempt  
**Duration:** 12 Month Contract annually renewable      **Employment Category:** Full Time, Non-Faculty  
**Purpose:** The Technical Support Specialist is a critical member of the Eagle Hill Technology Team, providing frontline support to help the school achieve its overall technology vision. With a deep understanding of technology in an educational environment, the Technical Support Specialist is a hard-working professional with strong organizational and communication skills.  
**Reports to:** Director of Technology

**Key Responsibilities:**

- *Helpdesk Support*
  - Address technical issues and requests courteously, promptly, and efficiently via email, phone and in person for students, faculty, staff, administration, volunteers, and parents
  - Educate users in the use of technology by guiding and empowering them to solve problems independently
- *Maintain user hardware devices*
  - Troubleshoot and repair macOS, ChromeOS and iOS devices, both software and hardware
  - Setup and deploy end-user devices, VoIP phones, printers, etc...
  - Troubleshoot and repair connectivity issues related to WiFi, A/V and network printers
  - Administer Chromebooks using Google Workspace Administrative Console
  - Maintain classroom A/V equipment (interactive boards, FM systems, etc...)
  - Maintain hardware inventory
- *Perform event setups during the day, occasionally on evenings and rarely on weekends*
  - Maintain A/V equipment
  - Setup and breakdown portable projection, audio, and video equipment
  - Setup and manage livestream events
- *Assist the Director of Technology*
  - Assist with creation and management of user accounts, email groups, and various other services on Google Workspace and Windows Server
  - Assist with network and datacenter needs
  - Assist in providing end-user training and workshops
  - Perform additional duties as assigned

**Expected Credentials:**

- 3+ years of relevant experience in the technology field
- Bachelor's degree in appropriately related field preferred
- Experience with current technologies used in educational institutions (Google Workspace, Chrome Devices, Promethean, etc...)
- Some experience with management of Active Directory and Windows Server and a basic understanding of TCP/IP networking
- Appropriate certifications (A+, Network+, CCNA, CCSP, MCP, MCSE, and MCSA) preferred
- Excellent troubleshooting and problem-solving skills
- Excellent communication skills, both written and verbal

- Ability to work both independently and as part of a team
- Ability to work on multiple projects, with frequent interruptions, to completion
- Customer-service oriented with a positive attitude
- Willing and able to work and support students, faculty, and staff of all ages and skill levels
- Keep abreast of new technologies
- Approachable, patient, positive, energetic, adaptive, creative, and fun