



JOB DESCRIPTION: Entry Level IT Support Professional

Nature of the Position

The Entry Level IT support professional will directly support teachers in the classroom with a variety of technology related issues. The Entry Level IT Support Professional will also be a resource for staff and students, working collaboratively under the guidance of other technology department team members to assure that technology issues are resolved quickly and competently. The Entry Level IT Support Professional will provide basic training for new staff and students on essential, school issued applications and services.

Accountability

The Entry Level IT Support Professional is directly responsible to the Director of Technology in fulfilling all duties.

Job Requirements

This position requires a person who:

- Is outgoing and personable, able to work constructively with faculty, students and colleagues
- Is able to communicate effectively and professionally
- Has strong organizational and operational skills (e.g., attention to detail, “follow through”)
- Is able to manage workflow, balancing needs and setting priorities, and work both independently and cooperatively
- Possesses a basic working knowledge of:
 - Apple Tablets and Computers
 - Google Apps (Mail, Drive, Docs, Sheets)
 - Microsoft Word and Excel
- Ideal candidate has worked in a school and is very comfortable in classroom/educational environments

Performance Responsibilities — Representative tasks for this position include but are not limited to:

- Works with all teachers in their classrooms to solve basic technical hardware and software issues.
 - “I can’t print”
 - “I can’t login to google classroom”
 - The Wifi is slow
- Frontline Triage for all Tech Office walk-ins when not on a call for classrooms
- Provides quickstart training on all basic technologies for new staff and students. This includes large and small group trainings. Also includes maintaining a webpage for staff and students with the training materials.
 - How to connect to wifi
 - How to check your email
 - How to work with Google Drive, Docs
 - iPad and LaptopBasics
 - Installing Apps

- Printing
- Assists in all major Tech Office initiatives (Collection, Distribution, Updates, etc)
- **Carrying out the functions of the Thornton Academy Helpdesk**
 - Be available and responsive as a resource for faculty and students
 - Provide support to staff and students in office, classroom and on-campus residential settings
 - Provide support through various means including remote assistance, by telephone and in person
 - Maintain documentation for all helpdesk and end user processes and procedures
- **Performing as a member of a professional team, assisting with other department projects as assigned**
 - Complete (or assist with) other projects and assume additional IT responsibilities as assigned by the Director of Technology, Associate Head or Headmaster