



### **Technology Support Specialist (P/T) – Starting February 2023**

The Avery Coonley School is seeking a Technology Support Specialist to provide technical support for all functions of the School. Responding to phone calls, emails or in-person requests, the Technology Support Specialist (TSS) provides the initial contact for all computer questions and problems on campus from faculty, staff, and students, and will document, track, and monitor issues to ensure a timely resolution. As a member of the Technology Department, the TSS will also support the Interim Director of Technology on projects related to academic programming and administrative functions. The Avery Coonley School is particularly interested in candidates who will enrich the diversity of identity, lived experience, and thinking that makes a community strong and empowers students to engage across differences.

#### **Qualifications, Skills, and Abilities**

- High School Diploma. Bachelor's degree from a four-year accredited institution preferred
- Knowledge of a broad range of instructional strategies, resources, and practices in elementary school curriculum areas
- Excellent verbal and written communication skills
- "Can do" attitude and ability to work as part of a team
- Ability to adapt to a dynamic, rapidly changing work environment
- Ability to work collaboratively across teams, departments, and divisions
- Excellent verbal and written communication skills
- Excellent interpersonal and customer service skills
- Professional and pleasant telephone manner
- Ability to explain technical issues to technical and nontechnical employees and customers
- Strong analytical and problem-solving skills
- Proficient with or the ability to quickly learn an array of computer hardware and software
- Ability to receive feedback and engage in continuous self-improvement

#### **Duties**

- Identifies, investigates, and resolves users' problems with computer software and hardware
- Fields support calls, chat, email, and/or other communication from users with inquiries regarding connectivity, printing, and similar concerns
- Consults with users to determine steps and procedures taken to identify and resolve the problem
- Applies knowledge of computer software, hardware, and procedures to solve problems
- Guides users through diagnostic and troubleshooting processes using verbal instructions
- Collaborates with other staff to research and resolve problems

- Arranges service by software or hardware vendors to repair or replace defective products
- Maintains knowledge of technology innovations and trends
- Demonstrate professionalism in appearance, words, and actions
- Perform routine additional duties as assigned
- This is a part-time position (approximately 20 hours per week) with flexible hours, mornings preferred
- Some weekend and after-school hours are also available

The statements in this job description are intended to represent the key duties, essential nature, and level of work being performed. They are not intended to be all responsibilities or qualifications of the job.

Salary is competitive and dependent upon experience and qualifications.

Please e-mail resume and cover letter to: [201710hr@averycoonley.org](mailto:201710hr@averycoonley.org)

### **About The Avery Coonley School**

Located in the western suburbs of Chicago and serving 331 children from 40 communities in Groups (grades) PreK to 8, The Avery Coonley School (ACS) welcomes highly motivated, high-ability learners who eagerly seek new challenges. Gifted and high-achieving students flourish in a unique and collaborative culture where the drive to learn transcends all other differences. Founded in 1906, ACS enjoys a storied place in the history of gifted and progressive education for younger students in Chicago and across the nation. Learning spaces brim with energy, project-based learning, and individual exploration. On the historic 11-acre campus, which is adjacent to a forest preserve, members of the Avery Coonley community thrive in a learning environment that allows for flexibility, creativity, and innovation.