

(The Rev'd) David O. Browder, Rector | Tom Bendel, Headmaster

## **IT Support Analyst Reports to the Director of Technology**

Saint Thomas' Episcopal School employs individuals who are committed to upholding our mission of forming honorable men and women through a classical education grounded in a Christ-centered worldview. All faculty and staff are expected to understand and promote the mission, standards, and policies of the School.

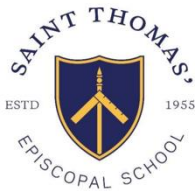
We are seeking a passionate, experienced, and dependable IT Support Analyst to support the school by providing technical support to faculty, staff, and students, including but not limited to resolving issues with A/V equipment, printers, network connectivity, and both client and server operating systems. This position will require an individual who is able to handle a wide range of responsibilities including administrative tasks.

### **ESSENTIAL FUNCTIONS AND BASIC DUTIES**

- Configure and maintain various server, network, and client software and hardware in a Windows, Mac, and Chrome environment.
- Install and troubleshoot printers, A/V equipment, and EdTech devices.
- Analyze software and hardware needs of faculty and staff and recommend purchases based on those needs.
- Maintain student Chromebooks and mobile carts and troubleshoot any issues
- Manage staff and student technology accounts (Google Workspace and Active Directory)
- Utilizes a ticketing system to receive, prioritize, and respond to support requests.
- Follow the professional code and policies of the school and conduct oneself in a way that promotes the mission of the school.
- Utilize Google Suite, in particular Google Drive, Docs, and Sheets.
- Attend all faculty and staff meetings and required special events (e.g., open houses, Spaghetti Supper, Fall Fair).
- Perform other duties as assigned.

**Education / Certification:** Associate degree in IT, MIS, or equivalent.  
A+, Network+, or Microsoft certifications are preferred.

**Required Experience:** At least one year of experience in a support role, preferably at an educational facility. Certifications will be considered in lieu of experience.



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**Required Knowledge:** Proficiency in Apple, Microsoft, iOS, Chrome, MS Office, and Google Suite.

**Skills / Abilities:**

- An extremely well-organized, detail-oriented individual with a high energy level and an accompanying sense of urgency.
- Ability to troubleshoot Apple, Microsoft Windows, iOS, and Chrome operating systems, and an understanding of various network protocols.
- Ability to understand PC hardware architecture, and troubleshoot various types of application software issues.
- Be able to adapt to a rapidly-changing environment that utilizes both legacy and current generation open source and commercial solutions.
- Strong communication and interpersonal skills, with an ability to communicate effectively and professionally; including, the ability to communicate technical information in a clear and understandable manner to non-technical stakeholders.
- Bright, hard-working, and enthusiastic with a serious commitment to excellence.
- Entrepreneurial and highly motivated, with the ability to transmit passion to and through others.
- Strong analytical skills. Well-developed interpersonal skills to deal effectively with a wide range of constituents, including those at senior levels.
- A person of unquestioned integrity who has an impeccable reputation, honors commitments, and deals with people in a straightforward and personal way.
- An accessible and approachable people person with a good sense of humor.
- Self-confident and secure in one's achievements without seeking or requiring recognition.
- Someone who responds well to criticism and deals successfully with complex and challenging people and circumstances.
- Ability to work comfortably in a collaborative environment.

Qualified applicants may submit a resume, completed application (available at [stes.org](https://www.stes.org)) and writing sample to Jeri Wisdom, Human Resources Generalist at [wisdom.jeri@stes.org](mailto:wisdom.jeri@stes.org).