



Education Technology Specialist

(Position Available Immediately)

Overview

Sacred Heart Academy Bryn Mawr “SHA” (PA) is a Catholic, independent college preparatory school for girls founded in 1865 by the Religious of the Sacred Heart of Jesus and lay-owned and governed since 1969. Serving approximately 200 students in kindergarten through Grade 12, the School is seeking a self-directed, experienced, and energetic Education Technology Specialist (ETS).

Successful candidates for the ETS will be experienced-level individuals who will perform a variety of tasks including Level 1 and Level 2 help desk support. The candidate must be able to work as part of a team and will also work independently on a wide range of projects such as hardware and software deployment and technical issues as they arise. The ETS must function within the service-oriented culture of Information Technology (IT) and in particular the Help Desk.

As a key member of the SHA community, the ETS is responsible for technical support including some network administration, desktop systems, hardware/software, mobile devices, copiers, and campus security system. Additionally, this position provides technical assistance to all computer system users; answers questions or resolves technical issues for user/School in person, over the phone, or remotely; may provide assistance concerning the use of computer hardware and software, including but not limited to recovery, security, printing, and operating systems.

The next ETS must possess excellent communication skills, a strong work ethic, a certain level of confidence when tackling a user/School’s issues or concerns, the ability to technically analyze the situation, a detail-oriented approach, and an interest and enthusiasm to learn new skills in the technology field.

Qualifications

- **Education:** Bachelor's degree; major in computer science or related field preferred. Experience in computer repair is preferred.
- **Experience:** Minimum of 4 years IT Help Desk in education environment



- Knowledge of other required computer operating systems for different work environments and other tech products including Chromebook/Chrome OS; Mac/Mac OS X; PC/Windows 10 and 11; Google Workspace and Collaboration Apps; Blackbaud K-12 Systems; copiers, computer peripherals, mobile devices (iOS, Android, iPhones), and Smartpanels; Mosyle Manager; and Verkada Enterprise Security Camera System
- Ability to communicate technical information, both verbal and written, effectively to a wide range of end-users
- Ability and desire to keep up with changing and emerging technologies that affect the school environment

Job Duties and Responsibilities

- Possess strong problem-solving skills and the ability to troubleshoot, diagnose problems, and determine the best solution based on the issue and details provided by user/School
- Manage Active Directory including user creation, deletion, permissions, and password reset and configure hardware as part of on-boarding and off-boarding processes
- Respond to requests for technical assistance from Work Order Management System, email, or phone
- Stay current with school-based cybersecurity policies and protocols and manage cybersecurity efforts
- Roll out hardware and software to ensure optimal deployment of resources
- Manage and monitor internal assets to ensure accurate inventory records
- Ensure user/School connectivity
- Maintain campus security system, high availability, and continuity
- Ensure prompt response and escalation for all system outages/issues, providing updates to user/School
- Diagnose system errors and other issues
- Install or change software to fix issues
- Direct unresolved issues to the next level of support personnel
- Follow up with user/School to ensure full resolution of issues
- Perform remote & onsite troubleshooting through diagnostic techniques and pertinent questions
- Utilize basic network troubleshooting methods, such as ping, traceroute, nslookup
- Facilitate troubleshooting with third-party vendors
- Oversee eRate Program and advise School on qualified upgrades
- Collaborate with the School-based team on technology grant processes

To apply, please send a cover letter, resume, and contact information for three professional references to the *Education Technology Specialist Hiring Committee* at admin.opening@shabrynmawr.org.



Sacred Heart Academy Bryn Mawr is part of a national network of 25 Sacred Heart schools located in North America which share a common heritage and vision. There are more than 150+ Sacred Heart schools around the world, providing an international campus for our students at Bryn Mawr through exchange programs, summer workshops, and service opportunities. Sacred Heart Academy is accredited by the Pennsylvania Association of Independent Schools (PAIS) and a member of the Association of Delaware Valley Independent Schools (ADVIS) and the National Association of Independent Schools (NAIS).

To learn more about Sacred Heart Academy Bryn Mawr, please visit <https://www.shabrynmawr.org/>

Mission

Sacred Heart Academy educates college-bound women by cultivating their self-confidence, guiding them to realize their personal and scholastic potential and their responsibility to others, and by preparing them to meet life's challenges - all within an academic and religiously diverse community that focuses on spiritual values and the individual student.

Sacred Heart Academy Bryn Mawr commits itself to educate to the *Five Goals and Criteria* of a Sacred Heart education which unify us with the Network of Sacred Heart Schools.

Notice of Non-Discrimination

The School provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.