Position: IT Associate
Reports to: Director of Technology
Type: Regular, full-time, nonexempt, salary
FTE: 1.0
Location: Downtown campus, 224 Queen Emma Sq
Date: April 2024

Position Overview

St. Andrew’s Schools seeks a highly motivated and customer service-oriented individual to join our team as an IT Associate. In this role, the Associate will provide technical support and assistance to faculty, staff, parents, and students. The Associate will be responsible for troubleshooting and resolving hardware and software issues, managing user accounts, and maintaining the school’s technology infrastructure, ensuring the smooth operation of our school’s technology systems. This position is an excellent opportunity for individuals with a passion for technology and a desire to contribute to the educational environment.

The IT Associate will embody St. Andrew’s Schools’ core values and professional behaviors. This position reports to the Director of Technology.

Essential Duties

- Respond to helpdesk inquiries and provide technical support to faculty, staff, and students regarding hardware, software, and network issues.
- Troubleshoot and resolve problems related to computer systems, printers, projectors, and other technology equipment.
- Troubleshoot SIS and LMS platform-related issues.
- Install, configure, and maintain software applications and operating systems on desktops, laptops, and mobile devices.
- Handle preparation and distribution of iPads, laptops, and other technology, including necessary repairs.
- Maintain campus copiers and office printers, including service, support, supplies, and inventory.
- Assist faculty, staff, and students with laser cutting and 3D-printing machines.
- Manage user accounts, including password resets, access permissions, and group memberships.
- Assist with the setup and maintenance of TVs, Projectors, Apple TV, and audiovisual equipment for classrooms and events.
- Collaborate with IT team members to document technical procedures and create knowledge base articles.
- Maintain an inventory of hardware and software assets, ensuring proper labeling and tracking.
- Participate in technology projects and upgrades as directed by the IT manager or director.
- Provide training and support to users on basic technology operations and best practices.
- Stay up to date with the latest trends and advancements in technology to provide effective support and recommendations.
Qualifications and Requirements

**Education:** Bachelor's degree or equivalent preferred; relevant certifications or coursework in information technology is a plus.

**Experience:**

- Two or more years of help desk experience desired.
- Basic understanding of computer hardware, software applications, and network concepts.
- Strong problem-solving skills and ability to troubleshoot technical issues independently.
- Excellent communication and interpersonal skills, with the ability to explain technical concepts to non-technical users.
- Customer service-oriented mindset and ability to provide efficient and friendly support.
- Detail-oriented with strong organizational and time management skills.
- Ability to work effectively in a team-oriented environment.

**Technology skills:**

- iOS operating environment
- MacBook Air devices
- Google Office Suite
- Microsoft Office Suite
- Student information systems
- Education applications for the classroom

**Physical requirements:**

- Able to lift 50 lbs.
- Ability to drive.
- Availability to work flexible hours, including occasional evenings or weekends.

**Hiring Requirements**

- Mandatory background check: Employment is conditional until the successful completion of a background check that requires the employee to have their fingerprints scanned electronically.
- Online training for child sexual abuse prevention upon hire.
- Recommend COVID and flu vaccinations.
- No relocation or moving assistance.
- Able to report to work onsite each day.

**Compensation & How to Apply**

**Salary:** Commensurate with experience, $50,000 - $55,000 annualized salary

**Benefits:** Medical, prescription, dental, and vision, a 403(b) retirement plan, flexible spending account, group life insurance, professional development, parking or bus/Biki pass, and paid holiday, vacation and sick leave.
**How to apply:** Email a letter of interest, resume, and the names and contact information of three professional references to employment@standrewsschools.org. Letters may be addressed to “Members of the Search Committee.” Include “St. Andrew’s Schools’ IT Associate” in the subject line. All submissions will be received in confidence. Applications are accepted until the position is filled.

**About St. Andrew’s Schools**

For more than 150 years, St. Andrew’s Schools has developed tomorrow’s courageous and compassionate leaders. In 1867, the great royal Hawaiian leader, Queen Emma Kaleleonoalani, a visionary and transformational thinker, established St. Andrew’s Priory, the oldest girls’ school in Hawai‘i. An enduring testament to her towering vision to educate the Hawaiian people, St. Andrew’s Schools has grown to include The Prep, a K-6 boys’ school, and Queen Emma Preschool (The Preschool) for boys and girls ages two to five.

Our personalized educational program allows students to uncover their unique strengths, passions, and interests through discovery, practice, creation, and self-reflection. Our emphasis on social-emotional, spiritual, and cognitive learning sets the stage for children to cultivate healthy habits of mind, body, and spirit that will position them to live a life of learning and good health.

Our K-12 education program in downtown Honolulu is the only coordinate school system in Hawai‘i. We offer two single-sex schools on the same campus. Our girls (The Priory, K-12) and boys (The Prep, K-6) are educated separately in the classroom yet can socialize together on campus. Coordinate schools recognize that the social and emotional experiences that children have in schools shape their learning – and ultimately affect how they think and act. By understanding and embracing the differences between boys and girls, we create the conditions for all students to learn and grow. Our students readily venture past societal expectations or stereotypes to reach their full promise. Students learn deeply, stay curious, are hopeful about the future, and understand how to lead themselves and others with a compassionate and courageous heart.

**Equal Opportunity Employment**

St. Andrew’s Schools is an equal-opportunity employer and makes employment decisions based on merit and business needs. St. Andrew’s Schools does not unlawfully discriminate based on race, color, religion, ethnicity, ancestry, national origin, citizenship, veteran or military status, sex, sexual orientation, or gender (which includes gender identity or gender expression), reproductive health decision, pregnancy (including childbirth or related conditions and lactation/breastfeeding), marital status, age, physical or mental disability, genetic information, taking or requesting statutorily protected leave or other benefit, arrest, and court record, credit history or credit report, status as a domestic or sexual violence victim, or any other basis protected by federal or state laws, regulations, and/or any executive order, except as allowed by law. To learn more about our school, please visit [www.standrewsschools.org](http://www.standrewsschools.org).