



Technology Help Desk Technician

The Savannah Country Day School is seeking a Technology Help Desk Technician to join the Information Literacy & Services Division. Under the general supervision of the Director of Information Literacy & Services, the Technology Help Desk Technician maintains the school's technology services and serves as a key point of contact for students, faculty, and staff to address technology concerns. The Technology Help Desk Technician troubleshoots problems related to desktop systems, laptops, mobile devices, printers, Cisco phones, Audio visual devices, and network connectivity.

Typical duties and responsibilities may include, but are not limited to the following:

- Serve as IT support contact for students, faculty, and staff; troubleshoot problems related to desktop systems, laptops, mobile devices, printers, peripherals, Cisco phones, A/V devices, and network connectivity; and maintain detailed records of all support work.
- Take initial telephone, email, and Helpdesk inquiries from faculty, staff, students and parents; responsible for initially filtering ALL technology support requests.
- Log all call/helpdesk activity, maintain a database of helpdesk and email inquiries.
- Utilizes problem solving, multi-tasking and troubleshooting skills to respond to support requests.
- Manage Tier 1 and Tier 2 hardware, software, and network problems; recognize and escalate more difficult issues to Tier 3 support.
- Assist students, faculty, staff, and parents in navigating school-wide technology systems.
- Timely response to, and resolution of, helpdesk tickets, ensuring all technologies are running smoothly.
- Set up and install computers, monitors, printers, phones, and peripherals; relocate existing equipment and cabling as necessary, with an emphasis on connectivity and professional clean installations.
- Troubleshoot basic network connectivity issues with Wi-Fi and LAN & basic issues with classroom and office desktop phones
- Coordinate and troubleshoot technology and A/V setups for classrooms, substitutes, school-sponsored events, and other special events.
- Performs other related duties as assigned by the Director of ILS.
- Occasional evening and weekend availability may be required.

Qualifications:

- High School Diploma or equivalent required. College degree preferred.
- One (1) to three (3) years experience in a Technology Help Desk or Technical Support role desired.
- Experience with a range of software, hardware, and operating systems including Mac OS X, Mac iOS, Windows, Google Suite, and Microsoft Office.
- Knowledge/skill to troubleshoot and define problems and recommend/implement appropriate solutions.
- Experience using basic office equipment.
- Excellent customer service and communication skills to clearly communicate technology solutions in a user-friendly, professional manner to a technologically diverse population of constituents.
- Strong problem-solving skills, decision-making, and research capabilities.
- Demonstrated time management skills; ability to prioritize support requests, work on multiple tasks with minimal supervision, and escalate support requests as necessary to ensure that all issues are resolved within acceptable time frames.
- Exemplary attention to detail and strong organizational skills; ability to correlate multiple issues and identify systematic problems.
- Must have a sense of urgency, trouble-shooting skills, a customer-friendly attitude, and be able to follow through on issues.
- Must have the ability to work effectively in a team environment.

Physical Demands:

Work requires sitting, standing, walking, kneeling, stooping, bending, pushing, pulling, crouching, climbing ladders, and lifting objects over 50 pounds. A high degree of manual dexterity is required to use tools and equipment. The work is typically performed in campus buildings, but may include occasional exposure to heat or dust/dirt. The ability to distinguish between shades of color when working with electrical wiring is required.

To Apply:

Interested candidates should send a resume and cover letter to Joan Strother, strother@savcnds.org. Candidates must pass a criminal background check, Motor Vehicle Records check, and reference check.

About Us:

Savannah Country Day traces its origins back to the 1905 founding of The Pape School, an institution long recognized for its academic excellence and college preparatory curriculum. Led by a group of visionary parents who saw the continued need for a first-rate college preparatory school in Savannah, the founders of Savannah Country Day built upon the assets of the Pape School and created a school with a recognized tradition of academic excellence across the southeast. Today, Savannah Country Day School is Savannah's preeminent college preparatory school providing a rigorous, yet supportive learning environment for a wide variety of motivated learners. Enrolling over 1000 students ranging from infants to 12th grade, SCDS is truly a family school. Situated on a beautiful, 68-

acre campus on the south side of historic Savannah, Georgia, SCDS has a 6:1 student to teacher ratio, an unparalleled arts program and a full range of athletic and extracurricular opportunities.

Inclusion at Savannah Country Day School:

The Savannah Country Day School is guided by the school's mission statement which includes:

- that each student's life is enriched in a diverse community where differences among people are affirmed and celebrated.
- that the school shares with families the responsibility for fostering in each student strength of character, a sense of personal responsibility, and an attitude of faith, reverence, and tolerance.

SCDS seeks candidates of all cultures and backgrounds who embrace the school's mission of diversity, are eager to engage in the work of inclusion and have a desire to join a community of diverse individuals who celebrate their similarities while also recognizing their individuality.

Equal Opportunity Employer