



Title: Technical Support Analyst

Reports To: Director of Technology

Classification: Non-Exempt

Full-Time Status: Professional Full-Year Staff

Compensation: \$44-\$55/hour

MCDS is an independent, K-8, co-educational school of 600 students. Our mission is to create an inclusive community of learning that inspires curiosity, empathy, and action. Rooted in our values of respect, responsibility, and compassion, we are an intentional community where varied perspectives and life experiences are vital to our collective growth and the strength of our program.

Our Academic & Community Programming: We model teaching excellence through student-centered, differentiated instruction framed around experiential and place-based education. Our 35-acre campus on the hillside of Ring Mountain serves as a living laboratory where students engage directly with environmental sustainability. Our academic program is purposefully scaffolded around three key skill areas—literacy, mathematics, and writing—partnered closely with the developmental milestones and social-emotional needs of our learners.

A Culture of Professional Learning: MCDS is devoted to cultivating an inspiring professional learning environment where adults are engaged in growth throughout the trajectory of their time here. We provide robust funding and time for professional development, encouraging practitioners to seek constant improvement as educators, team members, and community leaders.

The Technical Support Analyst plays a critical role in the success of the Technology team by managing the school's IT infrastructure, including the network, hardware, and user-facing support systems. This position is responsible for ensuring the optimal performance, stability, and security of all technology assets, which is essential for uninterrupted teaching, learning, and administrative operations. The Technical Support Analyst is expected to collaborate and coordinate with members of the Technology Department to effectively support the wide range of tech needs among students, faculty/staff, and families. The successful candidate should exhibit strong interpersonal skills and have an interest in working with children and families.

Essential Responsibilities

Technical Support:

- Provide in-person and remote technical support for queries and issues related to computer systems, software, and hardware.
- Install, modify, and repair computer hardware and software for MacBooks, iPads, PCs, and ChromeBooks.
- Assist teachers with classroom-related tech + AV problems.
- Support and back up the Director of Media with AV needs for events, meetings, and assemblies, which occasionally require evening and weekend hours.
- Maintain printers on campus and manage ink replacements.
- Manage user accounts, groups, and basic settings through Google Admin.
- Support database applications and cloud-hosted systems (Finalsite, Veracross, Google, Blackbaud)
- Support copier equipment on a limited basis.
- Provide budgeting information for costs relevant to the network and tech landscape.
 - Receipt management within Ramp
- Purchase, implement, and support hardware and software for school use.
- Manage Ticketing Workflows via Zendesk and Gmail to provide prompt support and maintain service requirements.

- Configure and manage Goguardian Policies to support student device security and compliance.
- Provide on-site tech support for community events, which occasionally require evening and weekend hours.
- DSLR/mirrorless cameras
- Extract and export data and media from cameras and accounts to external hard drives, Google Drives, and/or other computers.

Systems Operator:

- Manage, monitor, and maintain the school's wired and wireless network infrastructure, including switches, routers, firewalls, and access points to ensure optimal performance and security.
- Support and manage cross-functional technology projects involving the deployment and integration of specialized hardware and software to ensure reliable integration with network infrastructure.
- Perform routine network hardware and software configuration, patching, and upgrades to maintain stability and compliance.
- Troubleshoot complex network connectivity issues, resolving incidents related to network segmentation, Firewall Rules, VLANs, and VPN access.
- Troubleshoot basic wifi connectivity issues on school-issued devices and escalate any infrastructure issues.
- Monitor network performance using specialized tools and implement proactive measures to address potential bottlenecks or failures.
- Manage the school's remote and cloud printing systems, ensuring reliable access and functionality for all users across campus.
- Manage the lifecycle of school-owned devices (procurement, enrollment, deployment, automation, and decommissioning) using MDM platforms like JAMF.
- Manage and troubleshoot the school's Voice over IP (VoIP) telephone system on a technical level.
- Collaborate with vendors and external consultants for the implementation and support of specialized systems or infrastructure projects.
- Assist in the planning and execution of IT-related capital projects, focusing on infrastructure upgrades and replacements.

Preferred Hardware and Software Experience

The Technical Support Analyst should be prepared to operate in the following platforms:

- Google Admin
- Zendesk
- Apple OS
- PC / Windows
- Chrome OS
- JAMF MDM
- Apple School Manager
- Printers and Papercut Hive Software
- IP Phones
- Synology
- FrontRow Classroom Audio
- TVs, document cameras, short-throw projectors, and other classroom hardware
- Student Information Systems (Veracross, Google Classroom)
- GoGuardian
- Finalsite
- DSLR/mirrorless cameras

Requirements

- Relevant experience with IT support
- Commitment to professional growth, reflective practice, and growth mindset
- Strong ability to work collaboratively

Compensation and Benefits

- The full-time equivalent salary range for this position is \$44-\$55 an hour.
- We offer a compensation and benefits package that includes fully paid employee medical, dental, vision, life insurance for employees, employer contributions toward dependent coverage, a generous retirement plan match with retirement planning support,

short-term/long-term disability insurance, a flexible spending account, employee assistance program and free lunch.

- Additional benefits include professional development opportunities, tuition discounts for employees' children attending MCDS, and up to four weeks of additional paid support (coordinated with state benefits) when welcoming a new child. Eligibility requirements apply.
- In deciding whether to apply for a position at Marin Country Day School, you are strongly encouraged to consider whether your [values align with the School's](#).
- The School does not provide employment visa sponsorship. All employees must be authorized to work in the United States as a condition of employment.

To apply, please send a cover letter and resume to employment@mcds.org.

Marin Country Day School is an Equal Opportunity Employer – we do not discriminate against any employee or job applicant on the basis of race, color, gender, national origin, age, religion, creed, disability, or sex. We welcome applications from people of color and those with experience outside the education field. Please note: MCDS does not sponsor employment visas. Being authorized to work in the U.S. is a precondition of employment.