



Cristo Rey Atlanta Jesuit High School is a Catholic learning community that educates young people of limited economic means, of any faith or creed, to become men and women for and with others. Through a rigorous college preparatory curriculum, integrated with a relevant work study experience, students graduate prepared for college and life. To learn more about the school, please visit: www.cristoreyatlanta.org

Technology Support Specialist

Reports to: Director of Technology

Work hours: Full time. Occasional weekends required.

Summary of Job Responsibilities: The Technology Support Specialist provides Tier 1 and Tier 2 technical support to faculty, staff, and students while assisting with the administration, maintenance, and deployment of the school's technology systems and infrastructure. This position supports end users, manages devices and accounts, troubleshoots technical issues, and assists with Microsoft 365, Active Directory, Intune, and other core technology systems used throughout the school.

Responsibilities:

- Provide technical support for faculty, staff, and students
- Manage and respond to support requests through Incident IQ
- Troubleshoot hardware, software, printing, network, and account-related issues
- Configure, deploy, maintain, and inventory Windows and macOS devices
- Support student and staff laptop lifecycle management, including setup, repairs, replacements, and inventory tracking
- Assist with administration of:
 - Microsoft 365
 - Entra ID (Azure Active Directory)
 - Active Directory
 - Microsoft Intune
- Exchange Online and Teams
- Create and manage user accounts, permissions, and groups
- Assist with endpoint management, security policies, and device compliance
- Perform basic network and wireless troubleshooting
- Support classroom technology and school events requiring technology setup
- Train and assist faculty, staff, and students with technology tools and systems
- Maintain documentation and recommend process improvements

Qualifications

- Bachelor's degree in Information Technology or related field preferred
- Experience supporting Windows and Microsoft 365 environments
- Familiarity with Microsoft Intune, Entra ID, Active Directory, and endpoint management
- Strong troubleshooting, organizational, and customer service skills
- Ability to work independently and manage multiple priorities
- Ability to maintain confidentiality and handle sensitive information appropriately
- Ability to lift and carry technology equipment (approximately 40 lbs.)
- Ability to work occasional evenings and weekends as needed
- Understanding of and commitment to the mission of Cristo Rey Atlanta Jesuit High School



Preferred Qualifications

- Experience working in a K-12 educational environment
- Experience supporting a 1:1 student device environment
- IT certifications such as Microsoft or CompTIA certifications
- Familiarity with PowerShell or automation tools
- Fluency in Spanish is a plus

To Apply:

To apply, submit the following items Human Resources Manager at hr@crstoreyatlanta.org. Please include the position in the subject line.

- Resume
- Cover letter
- Contact information for 3-5 professional references (direct phone and email)

Cristo Rey Atlanta Jesuit High School is an Equal Opportunity Employer and does not discriminate on the basis of race, sex, color, national or ethnic origin, age, religion, disability, or any other category protected by federal, state, or local law in the administration of any of its educational programs and activities or with respect to employment.

[The School That Works in the Heart of Atlanta](http://www.cristoreyatlanta.org)

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