



ANCILLAE ASSUMPTA ACADEMY

Job Description

Job Title: Technology Support Specialist

Department: Technology

Reports to: Director of Technology

Grade Level:

NA

Type of Position:

Full Time

Hours: 40/week

Exempt

Essential Duties and Responsibilities:

The Technology Support Specialist serves as a collaborative instructional partner and technical resource for the school community. This position is responsible for empowering faculty to integrate technology into teaching and learning while providing responsive technical support and assisting with the management of the school's technology infrastructure, educational applications, and digital learning environment.

More specifically, the Technology Support Specialist performs these essential responsibilities:

Help Desk & Customer Support

- Serve as the primary Help Desk contact for faculty, staff, and students
- Respond to and resolve technology support requests through the school's help desk system
- Troubleshoot hardware, software, printers, classroom technology, wireless connectivity, and educational applications
- Assist users with Microsoft 365 applications, including Word, Excel, PowerPoint, Teams, OneDrive, and related account access issues
- Support Google Workspace applications, including Gmail, Google Drive, Docs, Sheets, Slides, and other school-approved Google tools
- Diagnose and resolve issues related to Mac computers, iPads, printers, Apple TVs, classroom displays, projectors, and other school technology equip
- Provide timely, courteous, and solution-oriented technical support
- Escalate complex issues to senior IT staff or outside vendors when appropriate
- Maintain accurate documentation of support requests, resolutions, and recurring issues
- Deliver exceptional customer service while communicating technical concepts in an accessible manner

Classroom & Educational Technology Support

- Support instructional technology used in classrooms, including Mac computers, iPads, printers, Apple TVs, classroom displays, projectors, audio systems, and student devices
- Prepare technology for special events, assemblies, faculty meetings, and presentations
- Assist with implementation and support of learning management systems, assessment platforms, educational software, and digital learning resources

Device & Systems Management

- Assist with the setup, configuration, maintenance, and troubleshooting of macOS and iPadOS devices.
- Use Jamf or related device management tools to assist with device inventory, application deployment, updates, and troubleshooting
- Support user account setup, password resets, access permissions, and basic authentication issues
- Assist with maintaining technology inventory and ensuring equipment is properly labeled, tracked, and maintained
- Coordinate equipment repairs, warranties, and replacement with vendors

Educational Applications & Systems Administration

- Assist in managing educational software licenses and subscriptions
- Support implementation, maintenance, and training for instructional technology platforms
- Collaborate with academic leadership to evaluate new educational technology tools
- Ensure software and digital resources align with curriculum goals and data privacy standards
- Assist with user account provisioning, application integrations, and routine system administration

Cybersecurity & Data Privacy

- Promote cybersecurity awareness and best practices among faculty, staff, and students
- Assist with implementation of security policies related to passwords, multi-factor authentication, device security, and data protection
- Support cybersecurity training and awareness initiatives
- Monitor compliance with school technology policies and acceptable use guidelines
- Assist in maintaining compliance with student privacy regulations and industry best practices
- Report and document technology security incidents and assist with response efforts

Technology Operations

- Assist in the day-to-day operation of school technology systems and infrastructure
- Support wireless networking, printers, audiovisual equipment, and classroom technology
- Perform preventative maintenance and routine system updates
- Coordinate technology setup for school events and campus activities
- Assist with testing and deployment of new technologies
- Participate in disaster recovery planning and technology continuity efforts
- Maintain confidentiality and professionalism when working with student, staff, and school information
- Perform other technology-related duties as assigned

Instructional Technology Coaching

- Serve as the school's instructional technology coach for faculty
- Collaborate with teachers to thoughtfully integrate technology into curriculum and classroom instruction
- Model lessons, co-teach, and provide classroom-based coaching to support effective instructional practices
- Assist teachers in selecting and implementing technology tools that enhance creativity, collaboration, communication, critical thinking, and differentiated instruction
- Promote developmentally appropriate and balanced technology use throughout the elementary grades
- Support faculty in incorporating project-based learning, digital portfolios, coding, multimedia creation, and other innovative instructional experiences
- Provide ongoing coaching based on teachers' individual goals and technology proficiency

Professional Learning

- Design, coordinate, and facilitate technology-related professional development for faculty and staff
- Develop self-paced training materials, technology guides, instructional videos, and reference documentation
- Support technology onboarding for new employees
- Introduce emerging educational technologies, including artificial intelligence tools, while promoting ethical, responsible, and age-appropriate implementation
- Foster a culture of innovation, collaboration, and continuous professional growth

Work Experience Requirements:

- Prior experience in help desk support, technical support, educational technology support, or a related field preferred
- Familiarity with Microsoft 365 and Google Workspace applications
- Familiarity with Jamf or another mobile device management platform preferred.
- Working knowledge of macOS and iPadOS
- Basic understanding of computer hardware, software troubleshooting, Wi-Fi connectivity, printers, and peripheral devices
- Strong customer service, communication, and interpersonal skills
- Ability to explain technical concepts clearly to users with varying levels of technical experience
- Ability to prioritize tasks, manage multiple requests, and work efficiently in a school environment
- Ability to work independently and collaboratively as part of a technology team
- Experience working in a school or nonprofit environment is preferred

Preferred Skills and Experience

- Experience supporting Apple devices in a managed school environment
- Experience using Jamf to support iPads and Mac computers
- Familiarity with classroom technologies such as Apple TV, interactive displays, projectors, printers, and document cameras

- Experience with help desk ticketing systems
- Basic knowledge of network troubleshooting
- Understanding of student data privacy, cybersecurity awareness, and responsible technology use in schools
- Must have PA Criminal History, PA Child Abuse, and FBI clearances

This position is based in a school setting and requires regular interaction with administrators, faculty, staff, students, and outside vendors. The Technology Support Specialist must demonstrate patience, professionalism, discretion, and a commitment to supporting the mission and daily operations of Ancillae-Assumpta Academy.

Physical Requirements:

- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards
- Ability to lift, move, and set up technology equipment as needed
- Ability to move throughout the school building to provide in-person support
- Ability to sit, stand, bend, reach, and work at desks, carts, or technology stations as required
- Regularly required to sit, stand, walk, talk, hear, operate a computer, hand-held learning devices and other office equipment, reach with hands and arms, and must lift and/or move up to 20 lbs.
- Must be able to talk, listen, and speak clearly on telephone

The Academy has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and Ancillae-Assumpta Academy reserves the right to change this position description and/or assign tasks for the employee to perform, as the Academy may deem appropriate.

Update August, 2026