



## **Technology Support Specialist**

**Department:** Technology

**Reports To:** Director of Technology

**Classification:** Non-Exempt, Full-Time

**Salary:** \$55,000

### **General Purpose and Function**

Far Hills Country Day School has an innovative curriculum designed to provide each child with brilliant beginnings for success in the modern world. This is an exciting, fast-paced position with ample opportunity for learning and growth. The Technology Support Specialist is a full-time, 12-month position reporting to the Director of Technology. This role ensures the smooth operation of technology infrastructure and supports both IT and audiovisual needs throughout the school.

The Technology Support Specialist plays a vital role in ensuring the smooth operation of technology and audiovisual systems across campus. This position provides direct technical support to faculty, staff, board members, parents, and students, maintaining various IT systems and peripherals. Additionally, this role coordinates AV needs for school events and ensures high-quality audiovisual experiences for the community. The Technology Support Specialist works in close collaboration with the IT Administrator to manage and maintain databases across all systems, sharing responsibility for the integrity, security, and smooth operation of essential data for the school community. This includes systems such as SIS, LMS, Google Workspace, and other internal applications.

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### **IT Support**

- Serve as the first point of contact for technology support by monitoring, triaging, and resolving routine support tickets, escalating issues to the IT Administrator or Director of Technology when appropriate.
- Provide hands-on technical support for faculty, staff, students, board members, and parents.

- Communicate effectively and collaboratively with users to diagnose and resolve software, hardware, and connectivity issues.
- Troubleshoot macOS, Windows, and ChromeOS operating systems, as well as iOS and other mobile devices.
- Troubleshoot and support laptops, Chromebooks, desktops, iPads, printers, Promethean Boards, Epson interactive projectors, Apple TV, Chromecast, and other classroom technology.
- Provide frontline printer support, including troubleshooting and coordinating maintenance.
- Assist with mobile device management (MDM) for Chromebooks and iPads.
- Assist with maintaining network and wireless systems and diagnosing basic connectivity issues.
- Serve as the first line of support for networking rules and escalate more complex concerns to the IT Administrator or Director of Technology.
- Monitor firewall and network functionality and assist the IT Administrator with network troubleshooting.
- Maintain and manage content filtering and student-centered cybersecurity initiatives to help ensure a safe and secure digital environment for students and staff.
- Support new technology rollouts, system updates, and other IT-related initiatives.
- Collaborate with the IT Administrator to maintain and manage constituents and data in school databases and systems — including PowerSchool, Finalsite CMS, Pickup Patrol, Google Workspace, Hapara, and other school applications
- Support the integrity, security, and smooth operation of essential data and systems.
- Maintain a current and accurate inventory of laptops, peripherals, and other technology equipment, including serial numbers, assigned locations, and related documentation.
- Organize and maintain technology equipment and inventory records.

## **Audiovisual Coordination**

- Set up, operate, troubleshoot, and break down audiovisual equipment for school events, assemblies, performances, presentations, special activities, and other internal and external events, on and off campus, independently or as part of the AV team, as needed.

- Operate and support audiovisual equipment during events to help ensure seamless presentations and performances.
- Support the Technology booth in the Performing Arts Center during school events.
- Maintain all school-owned audiovisual equipment, ensuring proper functionality, organization, and upkeep.
- Assist with technical needs in shared spaces, including the Performing Arts Center and classrooms.
- Support the audiovisual needs of the school community by providing reliable, professional, and responsive event assistance.

### **Additional Responsibilities**

- Stay current with emerging technology trends and advancements, particularly in educational technology and audiovisual solutions, through continuous professional development.
- Serve as a resource for the school community by providing training and guidance on technology systems and best practices.
- Participate in Technology Department meetings, planning sessions, and other strategic initiatives designed to enhance IT and audiovisual services.
- Join or initiate a committee focused on improving technology systems at Far Hills Country Day School and contribute to the strategic growth and enhancement of the school's technology infrastructure.
- Be available for on-call responsibilities.
- Uphold and support the school's mission and values in all aspects of the role.

### **Work Schedule, Events, and On-Call Expectations**

- Events may require arriving before 8:00 a.m. or remaining after 4:00 p.m.
- Occasional evening and weekend commitments, on and off campus.
- May be contacted and required to respond in the event of a technology emergency, including outside standard hours.
- Flexible hours to support events and IT needs.

## Required Skills, Qualifications, and Education

### Required

- A degree in a technical discipline or equivalent experience.
- Ability to troubleshoot across macOS, Windows, and iOS/ChromeOS devices.
- Strong interpersonal skills and commitment to provide professional service.
- Ability to meet the physical and scheduling demands described below.

### Preferred

- One to two years of experience in IT support, network support, systems support, or a related area; prior experience in a school or educational setting is highly preferred.
- Candidates who are willing to obtain relevant certifications are encouraged to apply.
- Experience with or demonstrated ability to learn a range of software, systems, and operating environments, including:
  - ChromeOS
  - Google Workspace for Education and Google Admin
  - macOS
  - Windows
  - Microsoft Office
  - iOS
  - Active Directory
  - Other emerging technologies
- Experience troubleshooting Windows, macOS, and iOS devices.
- Familiarity with networking fundamentals and mobile device management systems.
- Experience with audiovisual equipment setup, troubleshooting, and live event support.
- Strong organizational skills, attention to detail, and problem-solving abilities, particularly under pressure.
- Ability to meet deadlines and adjust to changing priorities.
- Ability to quickly gain new skills when facing challenges.
- Sense of humor, flexibility, calm under pressure, openness to new ideas, initiative, and resourcefulness.

## The Ideal Candidate Will Be

- **Dependable:** More reliable than spontaneous.
- **People-oriented:** Enjoys interacting with people and working on group projects.
- **Adaptable and flexible:** Enjoys work that requires frequent shifts in direction.
- **Detail-oriented:** Focuses on the details of the work while keeping the larger picture in mind.
- **Autonomous and independent:** Can work effectively with limited direction while knowing when to seek assistance.
- **Innovative:** Prefers working in unconventional ways or on tasks that require creativity to add functionality to the school.
- **A team player:** Works well with the Technology Department and is someone the team can count on.

## Physical Demands and Other Job Requirements

- Ability to lift and carry up to 50 pounds.
- Comfortable working on ladders and in ceiling spaces.
- Ability to run wiring for audiovisual and network installations.
- Ability to travel to vendors for equipment repairs, replacements, and shipping or receiving as needed.
- Ability to maintain confidentiality and privacy in all aspects of work.
- Ability to understand and carry out oral and written instructions with limited supervision.
- Ability to respond to users' inquiries in person, by email, and by telephone concerning system operations.

## Terms of Employment

- Full-time, 12-month position; hours and vacation per the Employee Handbook
- When the Director of Technology is unavailable, the IT Administrator may assign and direct the work of this position

This job description reflects the general duties and responsibilities of the role. The school reserves the right to adjust job duties as needed to meet the evolving needs of the institution.