ARCHDIOCESE OF CINCINNATI POSITION DESCRIPTION

POSITION TITLE: **IT Support Specialist** **STATUS: Non-Exempt**

EFFECTIVE DATE: **July 2026**

POSITION SUMMARY:

The IT Support Specialist provides frontline technical support for students, faculty, and staff at McNicholas High School. This role is responsible for installing, maintaining, and troubleshooting hardware, software, network-connected devices, and classroom technology. Working closely with the Director of Technology, the IT Support Specialist helps ensure reliable technology services that support teaching, learning, and administrative operations while delivering outstanding customer service to the school community. The IT Support Specialist is expected to uphold and model the school's Catholic identity and integrate faith values into their daily work. The IT Support Specialist encourages positive relationships and communication within the community and contributes to a wider atmosphere of Christian respect throughout the school.

CREDENTIALS & EXPERIENCE:

- Associate's or Bachelor's degree in Information Technology, Computer Science, or related field preferred
- 2–4 years of experience in technical support, help desk, or IT services
- Knowledge of Microsoft 365, Windows, and mobile device management
- Familiarity with Active Directory, networking fundamentals, and cybersecurity best practices
- Experience troubleshooting hardware, software, printers, and classroom technology
- Strong customer service and communication skills
- Ability to prioritize and manage multiple support requests
- Strong analytical and problem-solving abilities
- Relevant certifications (CompTIA A+, Network+, Microsoft, or equivalent) preferred
- Commitment to the mission and values of McNicholas High School and Catholic education

REPORTS TO: The Director of Technology

ESSENTIAL DUTIES & RESPONSIBILITIES:

User Support and Help Desk Services

- Provide timely technical support to students, faculty, and staff
- Respond to help desk tickets, phone calls, and walk-in requests
- Diagnose and resolve hardware, software, printing, and connectivity issues
- Escalate complex issues when appropriate

Hardware and Software Management

- Deploy, configure, and maintain computers, mobile devices, and peripherals
- Install and update operating systems and software applications
- Track and maintain inventory of technology equipment
- Assist with device lifecycle management and replacements

Network and Systems Support

- Support network connectivity for wired and wireless environments
- Assist with Active Directory account management and access permissions
- Monitor system performance and report issues to technology leadership
- Support backup and recovery procedures

Classroom and Instructional Technology Support

- Maintain classroom technology equipment including projectors, displays, and audio systems
- Support educational software and learning platforms
- Assist faculty with technology integration and troubleshooting
- Provide training and guidance on technology tools

Cybersecurity and Asset Management

- Follow established cybersecurity protocols and best practices
- Assist with user security awareness and training initiatives
- Maintain accurate technology asset records
- Support device security and software patching efforts

Documentation and Training

- Document support procedures and technical solutions
- Develop user guides and training materials
- Provide one-on-one and group technology training sessions
- Maintain accurate records of support activities

Collaboration and Customer Service

- Work collaboratively with the Technology Department and school personnel
- Support technology needs for school events and special projects
- Maintain a positive, service-oriented approach in all interactions
- Promote effective and responsible use of technology throughout the school community

PHYSICAL/MENTAL REQUIREMENTS:

Requires appropriate coordination, balance and manual dexterity; mental, visual and audial ability; and ability to lift, stoop, handle, reach and carry as required in a normal office environment. Requires ability to use a personal computer, telephone and other office equipment. Must be able to traverse stairs, up and down.

REQUIRED ACTIVITIES:

Walking, sitting, standing, stooping, lifting, reaching, talking, handling, hearing, carrying, and keyboarding.

SUPERVISION RECEIVED: The Director of Technology

SUPERVISION EXERCISED: Technical Support

ORGANIZATIONAL RESPONSIBILITY:

Employees of McNicholas High School will have knowledge of the Catholic faith, a willingness to work for a Catholic, faith-based agency and adhere to the policies of the Archdiocese of Cincinnati. Employees will not publicly oppose the teachings of the Catholic faith nor publicly advocate for any position in conflict with Catholic teaching, or the specific positions of the Archdiocese of Cincinnati or the United States Conference of Catholic Bishops. This requirement includes any public speech, demonstration or writing including the use of social media or other digital technologies.

Employee Signature	Printed Name	Date

Supervisor Signature	Printed Name	Date