JOB DESCRIPTION

Position Title: **IT Support**
Date Modified: November 2026
FLSA Classification: Non-Exempt, Non-Instructional Staff

Department: Information Technology
Reports to: Director of Information Security, Systems, and Infrastructure

Mission

The Howard School celebrates each student, transforming the learning experience and developing lifelong strengths.

School Profile

The Howard School educates students with language-based learning differences through instruction designed to complement and address each student's individual needs and to help each student understand and advocate for his/her own learning process. The curriculum focuses on depth of understanding to make learning meaningful and therefore, maximize educational success.

Position Summary

The IT Support position provides hands-on technical support to faculty, staff, and students, helping maintain reliable technology for teaching, learning, and daily school operations. This position troubleshoots devices, applications, connectivity, printing, and audiovisual equipment; supports device management; and delivers patient, clear, and responsive service. The right person for this position works independently on routine issues and coordinates with the Director on complex problems and technology projects.

Essential Responsibilities

- Respond to support tickets and in-person requests; prioritize issues, document troubleshooting steps, and communicate progress through to resolution.
- Set up, deploy, maintain, and troubleshoot Mac computers, iPads, Chromebooks, printers, and related peripherals running macOS, iOS, iPadOS, and ChromeOS.
- Use Jamf to support device enrollment, configuration profiles, application deployment, inventory, and operating system updates within assigned permissions.
- Support Google Workspace applications and use the Google Admin console for authorized account, password, access, and ChromeOS device support.

- Troubleshoot wired and Wi-Fi connectivity, including basic TCP/IP, DHCP, DNS, cabling, and connection issues; document findings and escalate infrastructure problems.
- Set up and troubleshoot classroom and event audiovisual equipment, including displays, projectors, microphones, speakers, and video conferencing systems.
- Assist with user onboarding and offboarding, equipment assignment and collection, inventory records, repairs, and vendor support coordination.
- Explain technology clearly to users with varying technical skills and provide patient support responsive to students with language-based learning differences.
- Follow school security procedures, protect confidential information, verify identity before account changes, and promptly report suspected security incidents.
- Work independently, recognize when escalation is needed, and assist with deployments, maintenance, school events, and other assigned technology duties.

Required Qualifications

- Bachelor's degree in Information Technology, Computer Science, Information Systems, or a related field; OR one or more relevant IT certifications, such as CompTIA A+, Network+, or a Jamf certification.
- At least 2 to 3 years of hands-on experience providing IT support and working with Google Workspace, macOS, iOS, ChromeOS, and Audio Visual.
- Working knowledge of network troubleshooting, wired networking, Wi-Fi, and audiovisual equipment.
- Ability to diagnose hardware and software problems using a methodical troubleshooting process.
- Ability to work independently, manage competing requests, follow through on assignments, and maintain accurate documentation.
- Strong customer service, organization, and communication skills, including the ability to explain technical issues in plain language.
- Professional judgment and discretion when handling student, employee, and school information.

Preferred Qualifications

- Experience supporting technology in a K–12 school or another education setting.
- Experience with help desk ticketing, equipment inventory, classroom technology, and supporting users with diverse learning needs.
- Experience with Jamf Pro.

Physical Requirements and Work Schedule

The essential duties of this position include moving and installing technology equipment, traveling between support locations on campus, and supporting classroom setups and school events. The employee must be able to perform the following duties, with or without reasonable accommodation:

- Lift and carry technology equipment weighing at least 50 pounds as required for equipment moves and installations, using appropriate safe handling methods.

- Stand and walk for prolonged periods while providing support, setting up equipment, or assisting with events.
- Bend, kneel, reach, and work around desks, equipment, and cabling during installations and troubleshooting.

This role requires on-campus support and occasional work outside regular school hours, including evenings or weekends, for scheduled maintenance, deployments, school events, or urgent support needs.

The school may revise this job description at any time. It is not a contract of employment. All employment at the school is at-will, such that employment may be terminated by either party at any time.