



Job Posting Technology Support Specialist

Job Summary - The Technology Support Specialist provides hands-on support for all major IT systems at McQuaid Jesuit. These include but are not limited to: McQuaid servers and desktops, school-owned iPads and mobile devices, phones, A/V & projectors, and the copy/print environment.

Primary Duties and Responsibilities

- Triage in-person support requests & all incoming service requests, create new help desk tickets, complete and fully document resolution or escalate as appropriate.
- Manage all iPads & Apple managed services, document any changes, ensure the mobile device server is performing optimally and is up to date.
- Work with faculty to promote effective educational technology use and hold periodic training sessions as needed.
- Address teachers with educational technology updates and relevant information at faculty meetings and in-service days.
- Respond to faculty needs regarding education technology tools, apps, and programs—including but not limited to:
 - Schoology
 - iPad Self-Service App Store
 - Notability
 - Membean
 - Office 365 & LMS.
 - Other supported apps
- Maintain a broad knowledge of operating systems and hardware & peripherals.
- Perform research necessary for the successful completion of job duties as requested by the Director of Technology.
- In collaboration with the IT department team members, create network, system, and user documentation.
- Work closely with users to ensure that all technical issues are resolved quickly and efficiently.
- Collaborate with other members of the Technology Office and the Director of Technology to resolve complex problems or issues.
- Willingness and desire to continue education in order to stay abreast of current and future information technology.

Additional Responsibilities

- Other duties as assigned

Competencies/Skills

- PC troubleshooting skills
- Strong organizational skills and detail-oriented disposition
- Ability to handle multiple tasks at once and prioritize effectively
- Proficiency in commonly IT support systems, such as support ticketing software
- Strong customer service skills
- Be knowledgeable with Windows server roles & complex networks.
- Strong communication skills (written and verbal)
- Willingness to collaborate with and train faculty on effective educational technology practices
- Commitment to Catholic and Jesuit education (includes a requirement for guided individual Ignatian formation)
- Computer literacy in all Microsoft applications including Word, Excel, Publisher, as well as Adobe products including Acrobat and Photoshop. Blackbaud Financial systems experience is preferred.
- Certification, professional license, or credential: Apple Service Fundamentals Certification; A+ Certification; JAMF software experience or certification OR equivalent experience dealing with these products is required.

Education and Experience Requirements

- Bachelor's degree in Information Technology or a related field **OR** a minimum of 3 to 5 years' experience in a similar role.
- Experience in the administration and support of mobile devices with a minimum of 2 years' experience required
- Experience using and managing Apple products, especially iPads - minimum of 2 years' experience required. Apple Service Fundamentals Certification is preferred, and certification will be required to be obtained within the first 3 – 6 months of employment.

Physical Demands

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of the job, the employee is required to stand; walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb stairs; balance; stoop; kneel; crouch; talk or hear. Ability to sit and stand and use a computer, retrieve items from a printer. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, and ability to adjust focus.

Position Type and Expected Hours of Work: This is a 12-month full-time position. Typical days and hours of work are Monday-Friday 8 a.m. - 4:30 p.m. Evenings and weekend hours may be required based on the events and technology needs of the school.

How to apply: Candidates should send a cover letter, and resume, to employment@mcquaid.org on or before December 9, 2022. For more information about McQuaid Jesuit, please visit our website www.mcquaid.org.