St. Francis Catholic High School

Job Profile

Job Title:	Technical Support Specialist/Systems Administrator
Department:	Technology
Reports to:	Director of Educational and Information Technology
Date:	6/14/21

Job Status:

Exempt ☐	Non-Exempt X
Full-time X	Part-time ☐

General Summary

What is the primary purpose of this position?

The Technical Support Specialist/Systems Administrator at St. Francis Catholic High School provides technical support to the SFHS community on all technology devices and office equipment. This position ensures that all technology, hardware and software, is updated and running smoothly on a continuing basis. In collaboration with the Director of Educational and Information Technology and the Technology staff, the Technical Support Specialist/Systems Administrator will be responsible for training faculty, staff, students, and parents on device use and policies.

Essential Responsibilities

List all major job functions performed on a regular basis.

All areas of responsibility must be operated consistent with the Catholic mission of the school.

- Ensures that all tech hardware and software is up-to-date and running smoothly on a daily basis.
- Manages inventory and upkeep of all tech devices.
- Sets up and maintains user accounts and profiles, email groups, etc.
- Trains SFHS staff, faculty, students, and parents on device use and policies.
- Provides user support on printers and copiers, projectors and A-V equipment, laptop and desktop computers, Chromebooks, Wi-Fi connectivity and internet access, software, phone system, intercom, and other technical devices as needed.
- Collaborates with other technology staff to provide in-person user support for staff, faculty, and students in response to various tech requests.
- Works with the Director of Educational and Information Technology to ensure regular maintenance and upkeep of school subscriptions and accounts.
- Is an active member in campus-wide diversity work to foster and support an inclusive educational environment.
- Actively participates in school events, such as masses, staff meetings, department meetings, supervision duties, etc.

Job Specifications/Requirements

List skills/experience required for adequate performance in this position. List preferred experience and skills, if any.

Education:

Computer Networking Certificate from a trade school or AA in Computer Science or a related field.

Job experience:

2+ years of experience in a technical support role. Experience in a school environment is highly desirable.

Technical/Functional skills:

- Solid knowledge of and experience in networking and infrastructure, including cabling, wireless access points, and network protocols that include DHCP, DNS and Hyper-V.   - Solid knowledge of and experience with G-Suite Administration, including management of Chrome devices.   - Experience with Microsoft Suite installation and configuration, including Windows 10 setup and troubleshooting.   - Experience with miscellaneous educational software, LMS, SIS, including Schoology, PowerSchool, and Blackbaud.   - Experience with A/V deployment and maintenance, including projectors, classroom audio systems, interactive displays, document cameras, and casting/mirroring devices.   - Experience with hardware repair.   - Strong project management skills, including documentation, timeline management, and resource scoping.   - Experience with vendor management for product support.   - Knowledge of phone systems, analog and IP. Experience with overall maintenance and troubleshooting.   - Strong interpersonal and communication skills, both verbally and in writing.   - Positive customer service skills with a focus on hospitality.   - Extremely organized with a focus on details.   - Flexible.   - Sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of the extended SFHS community.   - Exceptional troubleshooting skills; ability to diagnose an issue and completely and efficiently resolve it with minimal downtime or disruption to the user.

Other Requirements:

Other duties may be required as needed.