



## SAINT ANN'S SCHOOL

### **POSITION ANNOUNCEMENT: TECH SUPPORT SPECIALIST**

Saint Ann's School, an independent, non-sectarian day school enrolling 1085 students in pre-kindergarten through high school, seeks support in its IT functions. The ideal candidate will be qualified to assist the Director of Technology in day-to-day tasks and possesses the ineffable qualities necessary to support a talented faculty and administrators.

### **ABOUT SAINT ANN'S SCHOOL**

Saint Ann's School is a leading independent not for profit school located in Brooklyn Heights, New York. Since its founding in 1965, Saint Ann's has embraced a commitment to education for its own sake, oriented to the capacities of each individual student, free of the encumbrances of formal grading, prizes, and rankings. At the same time, we are unabashedly committed to excellence in all that we do. The lives of our graduates speak powerfully to the potential of an education based on these principles to ignite a passion for learning and to sustain creative energy in every field of endeavor. We accomplish this by offering talented students instruction shaped by creative and dedicated faculty, forming a true community of learners from pre-Kindergarten through high school.

### **THE POSITION AND RESPONSIBILITIES**

The Tech Support Specialist reports to the Director of Technology. They will be the front line of tech support, helping teachers having trouble in a class, students desperately in need of printing or wifi, and administrators struggling with a recalcitrant workstation. They will help to deploy new computers, printers, projectors, and other related equipment. People will call in a frenzy needing help RIGHT NOW and the tech support specialist will respond with calm and patience, and ultimately help to make someone's day less frustrating and more productive. They will learn, teach, and inform the technology operation at the school with data and anecdotal insights. Our goal is to make technology usage as seamless as possible, to get out of the way and let teachers teach, students question, and administrators organize. To that end, they will create documentation, help videos, and how-tos that empower users to employ technology in new and interesting ways. The days of the tech support specialist will be full and busy, yet they will answer support calls and emails with endless patience, humor, and verve. This position requires a hero without a cape.



**Specific responsibilities for the Tech Support Specialist include:**

- Managing the help desk (Spiceworks) to provide front-line user support to faculty, staff, students, and administrators
- Using help desk and anecdotal data to hone the deployment process for new machines and equipment
- Providing GSuite support including Chromebooks, Google Drive, Docs, Sheets, and Presentations
- Troubleshooting computers (mostly Macs, a lot of Chromebooks, and a smattering of Windows), printers, copiers, projectors, phones, mobile devices, network hardware, and associated equipment
- Responding to tech support calls and emails and providing hands-on and remote support
- Deploying new computers and other equipment using MDM (Mosyle and Apple), including assisting users with transitioning files and device customization
- Maintaining of computer labs and shared sets of Chromebooks
- Creating tech support training and documentation via intranet sites, Google Docs, screencast, and other methods as needed
- Maintaining and updating the technology inventory including deprovisioning equipment
- Other duties as assigned by the Director and Assistant Director of Technology

**PROFESSIONAL AND PERSONAL REQUIREMENTS**

- Education: associates degree or higher required
- Broad knowledge of application software and operating systems, particularly those commonly used in educational environments
- Communication Skills: excellent written communication abilities
- Interpersonal Skills: engage effectively with students, faculty, and staff in a way reflective of the school's culture and to project professional competence and discretion
- Charisma, wit, intelligence, empathy, humor, and equanimity are expected

**COMPENSATION**

A competitive compensation package, commensurate with level of experience, plus benefits.

**TO APPLY**

A cover letter, resume, and list of references should be emailed to [techsupportsearch@saintannsny.org](mailto:techsupportsearch@saintannsny.org). Candidates who identify as members of historically underrepresented groups are strongly encouraged to apply. Applications must be submitted by March 15, 2020, in order to ensure full consideration.



## **NOTICE OF NONDISCRIMINATORY POLICY**

The School does not discriminate on the basis of race, color, religion, creed, gender, age, marital status, disability, national or ethnic origin or sexual orientation in carrying on its educational activities or in administration of its educational policies, admissions policies, employment policies, financial aid programs, and athletic and other school-administered programs.