

## EMPLOYMENT OPPORTUNITY



A K-12 independent school

### SEQUOYAH SCHOOL K-12

**POSITION:** Technology Support Specialist (K-12)  
Full-time

**REPORTS TO:** Director of Technology

#### JOB SUMMARY

The Technology Department provides technical support for all functions of the School. Responding to phone calls, emails, or in-person requests, the Technology Support Specialist (TSS) provides the initial contact for all computer questions and problems on campus from faculty, staff and students, and will document, track and monitor issues to ensure a timely resolution. As a member of the Technology Department, the TSS will also support the Director of Technology on projects related to academic programming and administrative functions. This includes collaborating, brainstorming and sharing best practices within the department and the school community.

#### ESSENTIAL DUTIES & RESPONSIBILITIES

- Serve as front-line technical support to faculty, staff, and students – 400+ users, 3 sites.
- Manage maker space.
- Respond to personnel requests for technical support: identify and research problems, document, track, and monitor the problem to ensure an accurate, timely and efficient resolution – escalate ticket and/or contact third party IT vendors as needed.
- Maintain hardware inventory and software deployment systems, computer imaging processes, as well as other processes, workflows, and standards as needed.
- Maintain IT onboarding/offboarding process, user accounts, and group policy.
- Provide network support and maintenance (switches, servers, virtual machines, wireless access points, etc.) in consultation with Director of Technology. Lead the deployment of regular system patches, up-dates, and security fixes, and perform ongoing maintenance on desktop and infrastructure devices.
- Troubleshoot and update 3rd-party and in-house applications to ensure optimal performance.
- Support Director of Technology with research, purchasing, and projects. Provide one-on-one and group training to users as needed.
- Create and maintain technology documentation and tutorials for the school community.
- Engage in regular professional development that supports the IT department.
- Other duties as assigned.

#### DESIRED BACKGROUND & EXPERIENCE

- Ability to display a high degree of initiative, energy, dedication, and innovation on a regular basis.
- At least one year of technical support experience that includes managing and troubleshooting hardware, software, storage, networks, and printers, ideally in an academic or school environment.
- An associate degree in a technology-related field.
- Strong organizational and time-management skills.
- Enjoys working as a member of a team.
- Communicates effectively with constituents who have varying degrees of comfort using technology.
- In-depth knowledge of and experience supporting OS X, Windows, iOS, and Chrome OS environments.

- Certifications associated with IT systems support and networking.
- Experience with current technologies used at Sequoyah School are desirable: Dell, Sonicwall, Secure Schools, Cisco/HP switches, Windows/OS X Server, MDM, Ubiquiti Unifi, G Suite and other school management systems.
- Requires reliable transportation to travel between sites.
- Must be able to lift and/or pull up to 20 pounds.

Sequoyah School has a rich history of diversity and seeks candidates to enhance that tradition. Sequoyah offers competitive salary and benefits.

#### **TO APPLY**

Interested candidates please email a cover letter along with your resume, to [Zed Kelley](#), Director of Technology. Use the title of this position as the "Subject" line.

For more information about Sequoyah School, please see our website – [sequoyahschool.org](http://sequoyahschool.org)