

6/30/2015



St. Paul's School for Girls

POSITION: Systems Support Technician
REPORTS TO: Director of Technology
STATUS: Exempt and Salaried
HOURS: 7:30am – 4:30pm, Monday through Friday,
*plus additional hours for after-school events,
as needed*

Organization Overview

St. Paul's School for Girls is an independent, all-girls, college-preparatory school enrolling 400 students in grades five through twelve, founded in 1959. SPSG educates young women in the Episcopal tradition.

Position Description

This position has the primary responsibility to assist in maintaining the SPSG networking environment through system configuration, installation of hardware and systems, and providing technical expertise. This includes ensuring the school's infrastructure and hardware meets the needs of all school constituencies by designing and implementing solutions and securing network systems by maintaining processes and policies. He/She contributes to problem resolution giving hands-on support to troubleshoot and provide assistance to faculty and staff in a timely and accurate fashion when needed, and provide training and assistance when required. Please note that we work with a third party provider for IT support (Mindshift) with which this position will liaison and collaborate with for large projects and IT system updates and issues.

Major Responsibilities

- Administer maintenance and implementation of all hardware and systems including providing required upgrades and provide technical expertise on processes
- Provide product support to all systems and manage all requests for systems including providing assistance to troubleshooting on all network issues to maximize network performance
- Administering school's policies regarding the use of computers and data access (e.g. updating software, setting passwords etc.)
- Assist in the administration of Active Directory and Exchange, Citrix network, and learning management system
- Assisting in the technical needs for assemblies, meetings, and events when needed
- Facilitate the configuration and maintenance of switching equipment, firewalls, hosted IP services
- Secure network system by establishing and enforcing policies, and defining and monitoring access
- Collaborating with IT specialist, director of technology, and faculty members on various technology projects

6/30/2015

- Upgrades computers, peripherals, printers, A/V systems, network equipment and software applications (e.g. installation, testing, configuring, etc.) for the purpose of meeting the computer processing needs of the users.
- Prioritizing and managing multiple projects

Key Qualifications

- Strong customer service, interpersonal, communication, writing and organizational skills.
- Skill in competencies such as network, application, operating systems monitoring, and troubleshooting software
- Knowledge of operating systems, environments and network protocols, routers and configurations, data security, and project management
- Preferred understanding of best practices for teaching girls through technology; familiarity with Windows and Apple OSX platforms; knowledge of both 1:1 and laptop cart programs; strong understanding of technology and online tools that support video editing, publishing, blended and online learning, and data analysis and organization
- Understanding of the systems that support the day to day technology functions in schools
- Familiarity with Learning Management Systems, preferred.
- Ability to function well both independently and in a team setting.
- Displays effective multi-tasking & time management skills
- Familiarity with academic settings, preferred