



Position Title: Technology Support Specialist

Date Modified: May 27, 2021

FLSA Classification: Non-Exempt, 12-month

Reports to: Chief Technology Officer

About St. John's Episcopal School:

St. John's is an independent, coeducational Episcopal school serving up to 500 students in grades pre-k through eight. Located in a park-like setting on 10 acres in East Dallas, the School offers its employees and students a supportive esprit de corps fueled by a common mission – one dedicated to a program of academic excellence designed to train the mind, strengthen the character, and enrich the spirit of each student in a Christian environment. We think of St. John's not only as a School, but also as a very special kind of community. We seek to employ people who – regardless of the role they play in the School – understand that they impact the lives of our students, families, and colleagues. The St. John's Code calls us to model honesty and respectfulness in our relationships, responsibility in the performance of our assignments, and a caring attitude that extends to all members of our community. Do you dream of becoming the best employee you can be? Of coming to work each day with a sense of mastery, belonging, and purpose? Of working with fun, collegial, collaborative, growth-minded professionals? If so, you could thrive at St. John's.

Position Purpose:

St. John's Episcopal School is seeking a Technology Support Specialist to provide Level 1 technical support for the entire St. John's community – students, faculty and administrators. As a school that offers a 1:1 iPad program, St. John's requires a support specialist who will play an integral role in the Technology Department and the life of the School. Candidates should enjoy working with children and adults. The position will require occasional support for after school and weekend events, so flexibility is essential.

Key Accountabilities:

Primary responsibilities include, but are not limited to:

- Troubleshoot problems with computer systems, including hardware, software, network and peripheral equipment.
- Support faculty, staff, and student use of PCs and iPads as well as provide ongoing training.

- Maintain accurate inventories of all technology assets.
- Monitor and resolve support tickets.
- Installation of new hardware and software.
- Imaging, deployment, and day-to-day management of School-owned iPads and PCs.
- Interface with consultants and support companies as needed.
- Assist with maintenance and upkeep of network infrastructure.
- Provide set-up and support for academic performances, special guests and events which may occur after hours or on weekends.
- Assist the Technology Department with research and planning for new purchases.

Growth Mindset:

- Pursue growth in relevant technology skills.
- Network with peers at other local and national independent and Episcopal schools.
- Demonstrate commitment to personal and professional growth. Able to meaningfully receive, reflect on, and apply feedback to one's professional growth.
- Attend conferences and professional meetings to remain current with the emerging technologies.

Qualifications:

The ideal candidate will have the ability to provide technical support to individuals with a wide range of technological expertise on various platforms in a fast-paced environment. This requires:

- Strong knowledge of Microsoft Windows (Desktop/Server) and iOS platforms
- Experience with Microsoft 365, Intune, and Azure a plus
- Knowledge of Mobile Device Managers (MDM) preferred
- High degree of technical aptitude
- Excellent communication and people skills
- Excellent research and problem-solving skills
- Understanding of network infrastructures and basic TCP/IP networking
- Comfortable working with adults and children of different skill levels and have a pleasant, patient demeanor.
- Bachelor's Degree Required. Technical Certifications or equivalent experience preferred.

Physical Requirements and Work Environment:

- Regularly works in standard office conditions and climate, occasionally works outdoors.
- Regularly works at a computer screen for extended periods of time and occasionally moves around campus.
- Ability to occasionally move items weighing up to 30 lbs. across the campus/office.
- Regularly works in a dynamic environment, effectively dealing with a wide variety of challenges, deadlines, and a varied and diverse array of contacts.
- Stamina to maintain attention to detail despite interruptions.
- Ability to periodically work flexible hours to meet deadlines and support before and after-school or weekend events.

How to Apply

For more information, or to submit your letter of interest and resume in PDF format, please contact:

Mrs. Chris Patterson, Chief of Staff
cpatterson@stjohnsschool.org
214-328-9131

In our commitment to diversity and equity, St. John's Episcopal School does not discriminate regarding race, color, ethnicity, national origin, sexual orientation, gender, age, genetic information, disability, pregnancy, marital status, religion, military status, and/or any protected category. This commitment extends to our employment, educational, admission, and financial-aid policies, and other school-administered programs.