IT Support Specialist

GENERAL RESPONSIBILITIES

Provides ongoing technical support to teachers, students, and other staff in the use of technology. Develops training materials and provides structured and/or informal training in the use of selected software and hardware to all community members. Facilitates the maintenance and repair of classroom, staff, and student technology including Windows and Mac systems. This position reports to and is evaluated by the Director of Information Technology with input from other faculty members.

Chatham Hall seeks candidates who will contribute to and are committed to diversity and multicultural educational practices. Chatham Hall seeks candidates who demonstrate a dedication to working in a diverse community. The school seeks candidates who communicate effectively with diverse populations, create an inclusive work environment, and will engage in professional development opportunities to further develop inclusive practices.

ESSENTIAL TASKS

- Serve as an advisor to staff and students for general technical issues
- Provide technical support to all staff and students
- Troubleshoot and repair computer (Windows/Mac) and peripheral equipment problems/issues
- Manage account and reporting functions for select instructional applications
- Support users with network access issues and reset passwords as needed
- Install and customize computers and peripherals using various device management tools
- Collaborate with faculty members on software and hardware purchases with regard to technical requirements and limitations
- Assist in maintaining technology inventory
- Participate in ongoing technical support training
- Develop training materials and/or user guides for relevant applications and hardware to be delivered to faculty and students
- Provide structured and unstructured training to staff and students in the use of selected technology hardware and software
- Facilitate the setup of portable technology including projectors, screens, and audio equipment for events not held in traditional lecture or meeting spaces
- Recruit and manage a team of students responsible for providing audio/video production support to tri-weekly chapel and other services in event spaces
- Provide recommendations for enhanced future technology based on input from all stakeholders
- Perform other technology related duties as assigned
KNOWLEDGE, SKILLS, AND ABILITIES

Good knowledge of the troubleshooting and operation of computer hardware and common software applications such as Microsoft Office, Google Workspace, Adobe Creative Suite, etc.; thorough knowledge of methods and techniques used to maintain and repair computer equipment, including Windows and Mac systems; ability to carry-out maintenance plans and repair schedules for technical resources; knowledge of ticket tracking applications; ability to communicate effectively orally and in writing, understand and execute oral and written instructions; ability to work with minimal supervision and organize workload; must have excellent interpersonal and customer service skills, be able to listen, understand and analyze problems.

Knowledge and use of the following software tools:

- Microsoft Active Directory
- Google Workspace
- Microsoft Office Suite
- Mobile Device Management tools (Jamf preferred)
- Student Information and Learning Management systems (Blackbaud preferred)
- Cloud-controlled network and wifi equipment (Meraki preferred)

EDUCATION AND EXPERIENCE

Bachelor’s Degree in IT or related field preferred. Equivalent experience of at least 5 years supporting IT hardware, software, and networks considered.

PHYSICAL REQUIREMENTS

Some standing, walking, moving, climbing, lifting (up to 40 lbs.), carrying, bending, kneeling, crawling, reaching, handling, pushing and pulling.

Resumes should be sent to jparris@chathamhall.org