POSITION AVAILABLE IMMEDIATELY:
IT SUPPORT TECHNICIAN

DIVISION: Information Technology

REPORTS TO: IT Director & Division Heads   **STATUS:**   Regular Full-time

I. ORGANIZATION

St. Patrick's Episcopal Day School, located in the Palisades section of northwest Washington, D.C., is a parish day school enrolling more than 480 students on two campuses. The program begins at the three-year-old Nursery level and continues through Grade 8. St. Patrick's students, whose families live throughout the Washington, D.C. metropolitan area, go on to a variety of fine independent schools upon graduation. The Whitehaven Campus is the school-home to students in Nursery to Grade 5, numbering about 370 in the 2019-2020 school year. Located about a half-mile away, the MacArthur Campus is the school-home to approximately 120 students in Grades 6 to 8. This position is located on the Whitehaven Campus.

II. FUNCTION STATEMENT

The *IT Support Technician* will complete routine maintenance on all systems and act to proactively solve problems. They will provide support for: desktops, laptops, software applications, VOIP phones, tablets, network hardware, AV systems, and cloud services. Additionally, they will be responsible for designing and deploying images, monitoring security and privacy compliance, providing support and management of internal databases, and ordering hardware and supplies.

The ideal candidate will have a professional demeanor, be comfortable under pressure, and be able to empathize and work with faculty and staff when they experience technical difficulties. Communication and patience are key as you will be responsible for guiding end users through a troubleshooting process to solve problems.

III. RESPONSIBILITIES

1. **Required Technical Skills**
   - Window OS (7,10,2012,2019) and Windows Office
     - Active Directory and group policy
     - Configuration, maintenance, & troubleshooting of OS and 3rd party software
   - Networking, LAN, WAN, & WIFI
     - Technical aspects of network installation, configuration, maintenance, & troubleshooting (DHCP, DNS, Cabling, Switches, Firewalls, & Access Points)
   - GSUITE - Administrator
     - User administration and integration with other applications (e.g. Microsoft Products, PaperCut, etc.)
     - Email administration - Gmail preferred
   - Printer management and administration
   - Identification and mitigation of security threats and best practices in risk management
   - General IT Hardware (PC's, Chromebooks, printers, and faxes, etc.)
   - Mobile Device management of ChromeOS, iOS, & Android
   - Database work

- Experience exporting information from one system, transforming, combining and formatting the exported data, and importing it into another system.
- Basic scripting
- IP phones
- Researching innovative technologies and projects for infrastructure and classrooms

2. **Other Beneficial Skills:**
- Virtualization (VMware, Hyper-V)
- Knowledge, setup, and maintenance of classroom AV equipment
- Experience working in a school environment
- Experience with Barracuda Backup & Firewall
- Knowledge of major school systems, such as Student Information Systems (SIS) and Learning Management Systems (LMS).

3. **Other Duties as Assigned**

IV. QUALIFICATIONS, SKILLS, AND ATTRIBUTES

Supervision: Requires minimal supervision.
Supervisory Responsibility: None.

Work Experience, Training, or Education Required:

1. BS/BA in a computer-related discipline
2. Experience working in a K12 environment
3. Experience managing a Student Information System
4. Experience using Google for Education applications and Microsoft Office products

Skills Required:

1. A desire to work on a small team and take responsibility for managing aspects of the technical infrastructure.
2. The ability to work independently and as part of a team.
3. Ability to work in a collaborative manner
4. Ability to use sound judgment when working independently
5. A friendly disposition and genuine enthusiasm for support and training
6. Outstanding attention to detail and the ability to monitor and meet deadlines
7. A willingness to continually learn and become an expert using the applications they support
8. Strong verbal and written communication
9. Strong organizational and interpersonal skills

V. WORKING CONDITIONS

Physical Demands include frequently lifting up to 30 lb. of network or computer equipment. The installation of network and computer equipment, including crawling under or around furniture, climbing ladders, and/or reaching to perform tasks. Work in standard office conditions and climate.

Individuals interested in applying for this position should submit a cover letter and resume directly to hr@stpatsdc.org. No phone calls, please.