



**St. Theodore Guerin High School**  
15300 Gray Road  
Noblesville, Indiana 46062

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## Technology Support Specialist

St. Theodore Guerin High School, located in Noblesville, Indiana, is accepting applications for a full-time **Technology Support Specialist**.

### Job Description

The Technology Support Specialist is an integral part of the IT Department providing support for staff, students, and parents at Guerin Catholic High School. The Technology Support Specialist will:

- Be a collaborative member of the IT Staff.
- Assist in providing staff and students the tools they need to promote student growth, facilitate classroom instruction, and support school operations.
- Provide efficient and proactive support.
- Support the mission of Guerin Catholic High School.

### Job Responsibilities

This position's responsibilities include:

- Coordinating the GCHS Helpdesk in providing tier one and tier two technical assistance to staff, students, and parents.
  - Troubleshooting computer software and hardware problems
  - Performing basic computer software maintenance
  - Using help desk software to document completed tasks, respond to requests, and escalate/reassign tickets to other team members.
- Providing primary support for printers and IP telephones
- Coordinating the school's pool of loaner devices
- Coordinating classroom AV components such as projectors and DVD players
- Coordinating periodic school-wide electronic recycling
- Assisting with hardware inventory, device deployment, and computer imaging
- Assisting with software deployment using FileWave
- Assisting with purchasing supplies
- Maintaining ownership and documentation of any issues or tasks from the time of assignment to resolution
- Maintaining technical knowledge and skills related to systems, software, workstations, and AV to meet the school's needs
- Attending relevant workshops/conferences and complete courses in order to increase knowledge, obtain/maintain certifications, and keep current on developments in technology
- Exhibiting regular and timely attendance
- Non-technical duties, at times, may include helping move equipment and boxes, checking in repairs, refilling toner cartridges, deliveries, and helping to handle large orders
- Performing other tasks as assigned by the Director of Technology

## **Job Requirements**

- Knowledge of:
  - Mac OS operating system and Mac hardware
  - Windows operating system
  - Microsoft Active Directory & Server Software is helpful but not required
  - Microsoft Office and Google Applications
  - Canvas LMS (or equivalent)
- Analyze, research, and resolve technology issues
- Adapt to and prioritize multiple simultaneous projects and demands
- Show appropriate initiative and work independently on assigned projects
- Work tactfully and effectively with staff, students, and parents
- Be detail oriented to ensure consistency in completing tasks
- Communicate effectively, clearly, and professionally, both orally and in writing
- Perform duties with an awareness of all school policies

## **Physical Demands**

- Capable of lifting and moving 30 lbs. unassisted
- Able to sit, stand, stoop, kneel crouch, and crawl
- Able to read printed materials and computer screen for long periods of time

## **Application Procedure**

Interested and qualified candidates are asked to submit a letter of interest, résumé and a diocesan application. All documents should be emailed to: [apply@guerincatholic.org](mailto:apply@guerincatholic.org).

Applications will be accepted until July 29, 2019 or until the position is filled.