



Technology Assistant/Tier 1 Help Desk Gaston Day School

Gaston Day School is an independent, coeducational day school for 500+ students in grades K-12.

This posting is for a part-time Technology Assistant to manage the IT help desk to begin in August 2021. Gaston Day School is seeking an experienced individual to respond to staff and student technical needs as well as assist the Director of technology in daily tasks and projects.

The Technology Assistant will be responsible for managing break fixes and a ticket system/work order list. This person will serve as the first level support to troubleshoot all technical issues. Gaston Day employees demonstrate a commitment to the well-being of all Gaston Day students and to the best interests of the school as a whole.

Broad Responsibilities/Duties:

- Serve as the first level of IT support for both teachers and students.
Maintain a ticket system of work orders submitted by staff and faculty. Prioritize, and complete work orders, assigning tier 2 tickets to Tech Director or I.T. support. Maintain a help desk for emergency support.
- Maintain copiers & printers.
Troubleshoot printer connection issues to local machines. Resolve copier jams and small unit printer malfunctions. Replace toner cartridges.
- Manage devices and users.
Wipe and reimage devices then set up for the user. Add username accounts synced from AD & add printers to devices. Update software as needed and run OS updates on local machines, PC, Mac, etc. Keep an updated inventory of all school owned technology. Manage chromebooks and chromebook carts.
- Monitor the wireless network.
Monitor internet connectivity & verify that all units are working. Run regular speed tests on campus. Address issues with connectivity for staff and students, ruling out ip address conflicts. Trace cat5/cat6 cables back to the patch panel.
- Support all digital displays and classroom hardware.
- Assist with supporting the phone system.
- Be available nights, weekends and holidays for emergency issues.
- Other duties as assigned by the Head of School or Director of Technology.

Training will be provided on the following software: Bell Commander, Hikvision, HikCentral, Aerohive, Vodavi Phone system, MosyleMDM, JAMF/Casper Suite.

Skills/Knowledge:

- Understanding of Apple technologies and previous experience providing user support.
- Proficiency in the Google Cloud platform; Gsuite for business or edu.
- Active Directory user or administrator experience is necessary.
- Experience in deployment and management of computer workstations and mobile devices.
- Knowledge of Mac integration into a Windows server environment.

- Ability to join domains on local Windows workstations.
- Ability to communicate technical guidance and instruction to users on the use of PC and/or mainframe applications and systems.
- Knowledge of local and wide area networking concepts, troubleshooting, and problem resolution; including network infrastructure and WiFi access points.
- Ability to perform routine preventive maintenance on systems software, applications, hardware, networking, and communications, including IP conflict resolution using DHCP address reservations.
- Basic understanding of firewall security within a protected network.

Experience:

3+ years of relevant experience in a help desk setting or customer service in an IT environment.

Experience with mobile device management software.

Large unit copier support in a commercial environment is preferred.

Adobe admin experience is a plus.

Experience working with students, parents, teachers, and administrators in a school setting.

Personal attributes:

Effectively communicates with students, parents, and colleagues.

Excellent interpersonal, verbal and written communication.

Organization and problem-solving skills.

Ability to work well under pressure as well as effectively prioritize and execute tasks to meet deadlines consistently.

Ability to maintain appropriate confidentiality of sensitive information.

Reporting:

The Technology Assistant will report directly to the Director of Technology.

Contact:

To apply, please email resume to Lindsie Chapman, at lchapman@gastonday.org by May 1st.

Gaston Day School is committed to increasing the racial, ethnic, and religious diversity of our faculty and staff. The School welcomes applicants who would bring additional dimensions to the school's teaching mission. In accordance with law, Gaston Day School is an equal opportunity employer and hires without discrimination on the basis of race, color, religion, national origin, sex/gender, age, or disability.