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**Help Desk / IT Support Specialist**

Job Description

**Department:** Information Technology

**Reports To:** Chief Information Officer

**FLSA Status:** Non-Exempt

**Summary**

The Help Desk/IT Support Specialist will provide Level I technical support for the Hathaway Brown School community and will require flexibility in his or her schedule to support occasional after school and weekend events. The ideal candidate for this position has a passion for customer service and solving problems and an unrelenting passion for excellence and improvement both personally and professionally. The Help Desk/IT Support Specialist enjoys working with people and will have a friendly and engaging personality. The ideal Help Desk/IT Support Specialist feels the need to get the job done efficiently, thoroughly, on schedule, driving it to a positive and satisfactory conclusion. Finally, the Help Desk/IT Support Specialist loves to solve problems and understands that technology serves people.

**Essential Duties**

* Serve as a responsible member of the Technology Team by providing technical support over the phone, via email or web, and in person, escalating issues as necessary
* Manage the HB help desk system in support of the HB community in a BYOD and school-owned environment
* Maintain timely and accurate help desk records to support end user training needs, identify patterns, and systemic problems
* Use the help desk system to update the status and histories of assigned tickets in a timely manner and prepare daily, weekly and monthly reports as required
* Responsible for account creation and removal
* Responsible for all phases of managing desktops and laptops such as, but not limited to, the creation of an image, deployment, and ongoing maintenance using an array of tools such as an MDM solution
* Support the annual refresh cycle (clean-up, upgrade, roll-out) for all 1:1 grade level devices
* Administer mobile device management (MDM) systems (Intune, Mosyle , Apple Configurator) and set up and distribute apps via MDM on school-owned iPads per grade level specifications
* Document internal and end-user procedures
* Support and maintain classroom hardware - projectors, interactive flat panel displays, document cameras, speakers
* Support end users with academic software - Smart Notebook, Microsoft Office, Google Apps, Blackbaud Learning Management System
* Work with the CIO and Director of Network Technology from a support and infrastructure perspective as to the progress and needs of the programs
* Perform a wide variety of tasks and change focus quickly as demands change
* Recommend methods and solutions for higher quality and efficiency
* With other members of the Technology Department, prioritize and manage many open cases at one time
* Maintain excellent communications with members of the Technology Department and all client/end users

**Qualifications**

* Experience providing technical support to end users in an academic and/or business environment
* MCP or MCTS, A+ certification favored, but not required
* Experience with Microsoft Intune, MDT/WSUS and Windows Deployment Services
* Knowledge of Windows 10, WIndows 11, and the OSX Operating Systems
* Knowledge of Windows Server and VMWare environments
* Knowledge of Active Directory and Group Policy
* Experience in a school environment preferred
* Excellent PC, Mac, and iOS hardware and software troubleshooting skills
* Experience with troubleshooting printers and copiers
* Tenacity and a desire to solve complex problems
* Strong skills and understanding of Microsoft Office applications and Google Apps for Education (G Suite)
* Solid skills and understanding of other common business and educational applications
* Strong understanding of network topology and of network configuration at the desktop level
* Excellent web research skills
* Must work well in a collaborative team environment as well as independently
* Strong communication skills and ability to adapt communication to a specific audience (students, parents, teachers)
* Must have strong organizational skills and be detail-oriented
* Must have the ability to multitask and meet multiple competing deadlines
* Fluency in reading, writing and speaking English
* Experience working with adults and students who approach the use of computer and technology from an educational point of view
* Motivation for learning through professional development and certification training
* Commitment to equity and inclusion
* Excellent attendance and punctuality
* Curious and inventive mindset

**Education and Experience**

Help desk experience, 1-3 years

Associate's or Bachelor’s (Engineering, Computer Science, Technology, or similar field)

**Typical Day**

A day in your life at Hathaway Brown School will look something like this: A student is waiting at the door when you walk in frantic that she can’t print her thesis that is due in 15 minutes. After fixing that problem, you start working on imaging a set of replacement faculty laptops. Then, the phone rings and the Middle School Division director needs help in the auditorium as the projector is not working for morning meeting. Everyone is already there for the meeting. You rush over and reset the projector power so it turns on. You head back to work on the faculty laptops and check your email. There are three new help desk requests that have come in. You evaluate each one and prioritize which ones need immediate attention. You respond to two of them immediately and stage the last one for later in the day. You’re back in the office for a few hours and continue imaging the laptops. You head downstairs to eat lunch with your new colleagues. At 3:30 pm, two tickets come in. One is from the head of school needing help with her PowerPoint presentation that she is presenting in three days. The other is from a teacher who can’t get logged into the network from her laptop. You have to decide who to help first.

This job position demands, and we expect, high octane A-team players. This can be a demanding and stressful job at times, but for the right person, it's ultimately a rewarding career that provides a great deal of variety and offers continuous challenges. We guarantee you won't be bored.

**About Hathaway Brown**

Hathaway Brown School has a rich 146-year history of educating and empowering girls. As Ohio’s oldest continually operating college-preparatory for girls, Hathaway Brown has earned a reputation for academic excellence and innovation in the region and around the country. Home of the Learn for Life signature approach, Hathaway Brown has long been devoted to a fusion of cutting-edge curriculum and experiential learning. Our approximately 850 students and 225 faculty and staff come to Hathaway Brown from 89 different communities in Northeast Ohio, and enjoy our stunning 16-acre campus in Shaker Heights, Ohio – just minutes from the cultural attractions of downtown Cleveland.

**Diversity, Equity, & Inclusion**

Hathaway Brown School is committed to building a diverse, equitable, and inclusive learning community through our admission policies, hiring practices, professional development, curricular and extracurricular programming, and school culture. We believe that these communities must be centered in the work we do. Hence, we strongly encourage applications from people who are members of other marginalized communities. Click here to be directed to our full DEI Statement.

Interested candidates should email a resume, cover letter, and names of three professional references to hrstaffing-tech@hb.edu.

Hathaway Brown School, 19600 North Park Boulevard, Shaker Heights, Ohio 44122

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