



POSITION: **IT SUPPORT SPECIALIST**
DEPARTMENT: Information Technology
STATUS: Full-time (year-round, including summer)
CLASSIFICATION: Exempt
REPORTS TO: IT Director (with some accountability to Academic Administration)

Arrupe Jesuit High School is a Catholic, college preparatory school offering students with limited economic resources a premier educational experience through rigorous academics, formation in faith and discernment, and a unique work study program – fostering community, opportunity, leadership, and personal growth.

In coordination with the IT Director and Academic Administration, the IT Support Specialist serves the mission of Arrupe Jesuit High School by providing level-one support to all members of the community and by assisting with the management and troubleshooting of all technology. He/she is responsible for assisting with the training of faculty and staff on basic hardware and software skills that they need to perform and continue growing in their roles.

Primary responsibilities:

- Pursue the strategic goals of the department in the service of all academic and non-academic departments (e.g. Academic Departments, Business, CWSP, Faculty, Maintenance, Marketing, Philanthropy)
- Provide “first responder” support by troubleshooting software, hardware, network errors, display errors, or any other technology errors or problems
- Resolve technical support tickets as assigned by the IT Director
- Respond to off-site technical support needs
- Maintain technology systems that support the whole organization by, for example:
 - Performing a full reset on servers if necessary
 - Resetting or modifying components of the PA system, including IP speakers/endpoints
 - Setting up A/V equipment as needed/requested
 - Managing printers and connecting devices to printers
 - Maintaining and supporting all hardware including: PC, Cleartouch board, cables, peripherals (keyboard, mouse, etc)
 - Maintaining and supporting all software including: Cleartouch functions (e.g. screen mirroring, digital ink), update and install PC software (e.g. security, Windows), domain settings (e.g. user/admin settings, network drive access)
- Training faculty and staff on the use of technology, including Cleartouch, Windows, Chrome, Google Apps, arrupemail.org, printing, scanning, ATC, Tech Tickets, bookmarking important links, and any other software or hardware used in classrooms
- Chromebook support
 - Register and track the deployment of devices to all student body
 - Coordinate the return and organization of Chromebooks

- Reset, repair, and assign Chromebooks to students during the summer
- Manage and track daily loaner Chromebook distribution. Ensure loaner devices are charged, functional, and returned daily.
- Perform hardware and software repairs on Chromebooks regularly
 - Replacement of parts: screen, bezel, trackpad, keyboard, battery, motherboard
 - Powerwash, OS reset
 - Network issues troubleshooting
- Google Admin Console support, including tasks related to the Arrupemail.org domain, designating organizational units, and assigning devices to students
- Coordinate and manage the use of Chromebook devices for events and departments as needed/requested: charge, organize, and deploy devices as needed

Knowledge, experience, and other qualifications:

- Must be committed to the mission and values of Arrupe Jesuit High School
- Must have the ability to exercise integrity and maintain a high degree of confidentiality
- Must have strong oral and written communication skills with adolescents and adults
- Must have patience and strong relational skills with adolescents and adults, especially when supporting them in moments of tension or high stress
- Associate's or Bachelor's degree in a relevant field preferred
- Preferred to have some experience working in a school environment
- Preferred to have experience troubleshooting technical issues, or must be able to learn these skills quickly
- This position requires regular movement around campus and may include evening/weekend work at times

Compensation:

- Salary is commensurate with experience, with a target range of \$41,000 to \$49,000
- Full benefit package including health, dental, vision, long-term disability, 403b retirement plan, life insurance, sick leave, paid vacation, and holidays

Contact: Please send a resume and cover letter to jobs@arrupemail.org.