



A PRIVATE SCHOOL FOR GIRLS K-8

**Position Description:**  
Technology Support Specialist

**Position Title:** Technology Support Specialist

**Reports to:** Head of School

**Exempt/Non-exempt:** Part Time (75%), Non-Exempt

**Schedule:** 12-Month Employee

**THE SCHOOL:**

The Girls' School of Austin is a private K-8 school of 150 students in the historic Tarrytown district of Austin. The GSA brings together a diverse student body with a strong emphasis on creativity, community building, collaboration, and problem-solving. Classes in Spanish and the visual and performing arts enrich the strong academic program. Significant use is made of the artistic and natural resources in Austin and the surrounding area.

**JOB SUMMARY**

The Tech Support Specialist's primary responsibility is assisting with the technology department's day-to-day operations. They will support the school by providing first-level technology support and troubleshooting various systems, printers, and peripherals to students, faculty, and staff. The Technology Support Specialist will troubleshoot, research, document, track, monitor, and resolve technical problems in a timely and accurate fashion.

*The demands of the role can be hectic and simultaneous; therefore, patience, level-headedness, and the ability to prioritize are key qualities for the successful candidate.*

**JOB RESPONSIBILITIES**

The primary responsibilities of the Tech Support Specialist are to provide IT support to school staff and students throughout the academic year. Over the summer, the Tech Support Specialist prepares devices for use in the coming school year. The primary goal of this position is to ensure that faculty, students, and staff have the digital tools necessary for outstanding teaching and learning and for smooth running of the school's operations.

In addition, the Tech Support Specialist will:

- Assess, respond to, and resolve IT needs as voiced by faculty, administration, and staff.
- Deploy, troubleshoot, and maintain PC devices, software, and peripherals, and maintain Google Chromebooks
- Develop and maintain standard configurations/imaging for new and repurposed end-user digital devices as well as manage regular security and software updates.
- Provide maintenance and support for all computer labs, classroom technology, office technology, and audio-visual systems throughout the school
- Assist in technology purchasing and tracking of all assets

- Ensure the security, coherence, and efficiency of network infrastructure by communicating and coordinating with third-party vendors as needs arise.
- Installation/connection of new network printers and network-attached scanning devices in coordination with 3rd party vendor, as needed.
- Set up and manage student and employee accounts (Google Workspace and other platforms, software, and online systems)
- Manage the system-wide inventory and tracking of educational and operational technology assets, including devices and licenses as well as the disposal of decommissioned equipment.
- Develop new tools and maintain the school's current, various databases including Blackbaud School Solutions,
- Remain current on developments in software, hardware, networking, training, and maintenance.
- Understanding of LAN setup and computer networking principles
- Perform other administrative tasks as needed.

## **QUALIFICATIONS:**

### Education

- Must be 18 years old or older.
- Bachelor's degree required, in IT, education or related field
- Master's degree preferred, in IT, education or related field

### Required Experience

- 2-4 years' experience as an IT support professional (beyond software development)
- Prior experience working in a school setting
- IT Management experience is strongly preferred.

### Knowledge, Skills, and Abilities

- Commitment to high-quality services and enjoys working in a fast-paced, high-standards organization.
- Self-starter and proactive to develop and implement best practices for this new position.
- Excellent analytical skills and a thoughtful approach to problem solving
- Working knowledge of ubiquitous computer hardware, software, networking, and related technologies e.g., Chrome books, PCs, Windows, Apple, iOS, etc.
- Broad knowledge of networking platforms and devices (SANs, VLANs, wireless, firewalls) in order to ensure outside vendors are responding to and providing expert and appropriate support to GSA.
- Experience with educational administrative systems such as Blackbaud, Google Workspace, Canvas, Microsoft, and others as may be identified.
- An appreciation and respect for young people as learners and people, through challenging and joyful moments alike.
- Outstanding interpersonal skills, including the ability to communicate and collaborate effectively with people from diverse lived experiences and identities and a wide range of comfort with technology.
- Exceptionally capable in both written and oral communication in the English language
- Ability to thrive as an integral member of a team while being able to work autonomously on long and short-term initiatives.
- Able to make quick decisions and prioritize tasks
- Excellent organizational skills while still exhibiting a high degree of flexibility
- Available to support some events on evenings and weekends
- Passionate about the mission and vision of the school
- Warm and personable with a good sense of humor and considerable patience
- Enthusiastic about working in an academic atmosphere

We encourage applications from people of color, LGBTQ+ candidates, or candidates from communities that have been historically underrepresented in independent schools.

### **SUPERVISION EXERCISED**

None

### **SUPERVISION RECEIVED**

- Reports to the Head of School.
- Work is also guided by the Director of Finance and Executive Assistant to the Head of School.
- Also frequently responds to requests from faculty, staff, parents, and other members of the GSA community.

### **PHYSICAL DEMANDS**

The ideal candidate must be able to complete all the physical requirements of the job with or without reasonable accommodation. Work is generally performed in a standard school office environment.

- Work full-time in person and maintain regular and predictable attendance
- Ability to move throughout the campus during all weather conditions
- Ability to lift as much as 30 pounds

### **HOW TO APPLY**

Please submit a resume and cover letter to:

[jobs@thegirlsschool.org](mailto:jobs@thegirlsschool.org)

Cover letters may be addressed to:

Ms. Rebecca E. Yacono

Head of School