

Marin Primary & Middle School Job Description

Title: Technology Specialist
Reports to: CFO
Status: Full Time, Non-exempt Employee

The Technology Specialist demonstrates a passionate, hands-on interest in technology and in leading MP&MS forward in all areas related to hardware and software support, repair and refurbishment, wiring and general hardware network management. Further, the technology specialist will work with outside network management and higher end IT support personnel engaged with the School. This person will maintain the general working and communication management with this outside contractor group. This person will also provide support to a dedicated staff and faculty of an established independent pre-K through 8th grade school.

The Technology Specialist will work with the Technology Innovation & Integration Specialist and outside contractors responsible for some network and server maintenance and support to maximize uptime of our network and all technology related products and services used by the School in the classroom as well as for general support of faculty and staff for all hardware and software used to run operations at the school. These include but are not limited to our Student Information Services database, product and portals, library database, accounting software, admissions software, development databases and portals, and student curriculum services.

This is a full time job (40 hours per week) but the School will consider altering this schedule to less than 40 hours for the right candidate. Marin Primary & Middle School will pay an hourly rate of \$20 to \$25 per hour and a strong benefits package, with room to grow professionally.

Areas of Responsibility Include:

- Works closely with the Technology Innovation & Integration Specialist and CFO to maintain the integrity of all computers, devices and software in support of all users. This person will research and assist with the discovery of new ways to improve technical productivity and support. The Technology Specialist will be the first and primary contact for all users experiencing technical issues and will provide excellent customer service by effectively communicating with end users and solving problems.
- Collaborate with the head of school, CFO, division directors, staff, and faculty to maximize our investment in technology, achieve maximum up time for all systems, and maximize the value of every dollar invested in technology.
- Manage daily “trouble ticket” issues, setting prioritization and providing timely support and communication to all users.
- Maintain logs of all issues with an eye to improving end user experience by detecting trends in needs.
- Troubleshoot all laptop, tablet or other device hardware and software issues.
- Manage all equipment repairs.
- Assist with software licensing, deployment and maintenance.
- Support A/V users and provide set up for events as needed.
- Install and maintain projectors, printers, digital displays, and AppleTVs.

- Help maintain accurate asset management for technology devices and licenses.
- Assist with the set-up and maintenance of networks and email accounts.
- Monitor wireless network and troubleshoots as needed.
- Monitor and provide back-end set-up of IP phone system.
- Interact with all members of the community in a professional manner.
- Ability to be self-directed and handle multiple priorities with a high level of organizational skill is necessary.
- Administer G-Suite for Education accounts, including all internal and external mailing list, calendars, and new user creation.
- Provide some light website help
- Other duties as may be assigned by your supervisor.

Qualifications

- Advanced understanding of MacOS, iOS, G Suite for Education, Apple School Manager and Microsoft Windows and Office products.
- Experience in a LAN/WAN environment and knowledge of basic TCP/IP services is highly preferred.
- Cisco/Apple/Microsoft/Barracuda certifications are not necessary, but a plus.
- A Bachelor's Degree or equivalent is required, but will consider student currently enrolled in college.

ADA Requirements

Marin Primary & Middle School is in full compliance with the Americans with Disabilities Act (ADA) and does not discriminate with regard to applicants or employees with disabilities and will make reasonable accommodation when necessary.

- For the purposes of the ADA, the "Areas of Responsibility" listed and the "Qualifications" are essential job functions
- Work is normally performed in a typical interior/classroom work environment, with typical classroom noise and other disruptions
- Both sitting and standing are required during a regular work day
- Normal vision and hearing abilities are required to interact with students, faculty, staff, and with school equipment
- Ability to occasionally lift up to 30 lbs
- Ability to work at desk and computer screen for extended periods of time
- Ability to turn, bend and reach
- Ability to move oneself around the campus
- Ability to drive to other locations for meetings, conferences, etc.
- Position requires adaptability, analyzing, assessing, calculating, decision making, dependability, good judgment, reading, memorizing, social skills, speaking, multitasking, and writing

MP&MS is an equal opportunity employer. All individuals have an equal opportunity for employment based on qualifications and merit, regardless of religion, race, sex, marital status, pregnancy, childbirth or related medical conditions, age, color, national origin, ancestry, physical or mental disability, medical condition, sexual orientation, military service status, or any other factor prohibited by state or federal law. This policy applies to all areas of employment, including recruitment, hiring, training, promotion, compensation, benefits, and other conditions of employment. MP&MS also makes reasonable accommodations for employees with disabilities and for employees who request an accommodation for pregnancy, childbirth, or related medical conditions.