



# Hill-Murray School

The Catholic Benedictine Prep School, Grades 6-12

A search is underway at Hill-Murray for an experienced professional to serve as an IT Support Technician.

Reporting to the Director of Technology and Innovation, the IT Support Technician serves as the first point of contact on the Hill-Murray campus for hardware and software issues experienced by staff, faculty, students, and parents. This position is responsible for resolving issues on a daily basis onsite, and escalating issues, as necessary, to the building IT Network Administrator and department Director. In addition, this role works with faculty and staff to offer professional development opportunities for building software, as well as, supervises and trains student assistants participating in the Hill-Murray Student Technologist program.

## Responsibilities:

### Technology Department Operations

- Facilitate the integration of innovative technologies into the school campus and its classrooms in a manner that fulfills Hill-Murray's vision. Efforts will focus on building collaborative environments, increasing classroom engagement, and personalizing learning.
- Provide professional development opportunities and pathways for instructional staff to master technology tools available to them, resulting in increased student engagement and learning.
- Act as a technical resource for staff and students for advice and assistance with technology hardware and software.
- Manage all iOS and OSX devices connected to JAMF MDM
- Serve as first level software support for school wide applications, including Google Drive applications, classroom management software (GoGuardian and LANSchool), Microsoft Office, and Apple Mail / Calendar.
- Serve as campus IT backup support for critical server, network, and security software and infrastructure.
- Support special events (*alumni events, open houses, etc.*) that occur after hours. Represent the technology department at these events as requested. Some weekend events may be required.
- Manage the use and scheduling of the Innovation Lab. Support teachers in finding VR content that connects with their curriculum. Help facilitate student's VR experiences and lesson development.
- Setup and maintenance of campus software and databases
- Train and manage students participating in the Hill-Murray Student Technologists program, including campus 1:1 Chromebook repair and maintenance.
- Identifying technology resources that provide innovative and engaging enhancements to the classroom. Work with faculty to evaluate new resources, gather feedback, advocate, adopt, and facilitate integration.
- Meet regularly with the Director of Technology to develop and prioritize work schedules and create a building-wide professional development plan.

### Hardware and Software Support and Repair

- Install, configure, maintain, repair, and upgrade all campus hardware and software
- Maintain and upgrade all building technology hardware including: all staff machines, printers, iPads, Apple TVs, televisions, display monitors, phones, and copiers.
- Support the purchasing of new and replacement technologies. Meet with vendors, build quotes, and make spending recommendations to the Director.
- Setup audio, video, and telecommunication setup for presentations and special events, including setup of Apple TVs, presentation technology, general A/V technology, and Zoom software.
- Ensure all device desktops have uniform appearance and function.
- Administrative management of software systems:
  - Adobe Apps
  - Infinite Campus SIS

- Google Cloud Apps
- Microsoft Apps
- JAMF Device Management (MDM)
- Zoom and other web conferencing software
- Grammarly, GoGuardian, LanSchool, building scheduling applications
- Antivirus Software
- Infinite Campus - Building's Student Information System (SIS)
- Keep an updated inventory of student and staff devices, and work with the Director of Technology to maintain an accurate technology replacement plan.
- Ensure all machines are operating at optimum levels in compliance with general best practices.
- Documentation of departmental procedures
- Answer general printer questions and oversee repairs as necessary
- Manage inventory of loaner Chromebooks, Apple Laptops, Chargers
- Setup Classroom Phones TV Carts / TV's / AppleTV
- Provide IT support and training during events and professional development days.
- Account Creation for users in Active Directory, Google, Zoom, Adobe Cloud
- Image computers and devices running OS X and iOS with JAMF MDM

**Qualifications:**

- Bachelor's Degree in Technology/Computer Science related field, plus three years of IT support work experience. If you do not have a degree, equivalent experience and certifications will be considered. Experience working in an educational institution is preferred.
- Extensive knowledge with classroom technologies (Interactive whiteboards, Apple TVs, Apple Laptops, iPads, Chromebooks, projectors, printers, etc)
- Extensive experience with software support (Microsoft Office, Google Drive, Google Classrooms, Gmail, Apple iWork and iLife, video and audio creation software, Nearpod, Dropbox, Doceri, SMART Notebook, etc.)
- A moderate-to-high level of understanding of IT network components and experience troubleshooting them. (LANs, Active Directory, databases, and Windows operating systems)
- Successful candidates will possess exceptional oral and written communication skills
- Candidates should be comfortable working in teams, have strong interpersonal skills, and the ability to plan and implement projects
- Demonstrate initiative, flexibility, and the ability to work independently
- Show enthusiasm for technology and be willing to continually develop their own mastery of emerging operating systems, software applications, and instructional models that infuse technology in the classroom
- Experience with a variety of Learning Management Systems a plus (Google Classroom, Blackboard, Moodle, PowerSchool, Schoology, etc)
- Experience working with Salesforce, teaching or working in an educational institution, prior experience with STEAM initiatives, and/or prior programming knowledge a plus

**General Responsibilities of Catholic School Employment:**

Employment in and by a Catholic school is substantially different from secular employment. Catholic school employees must conduct themselves in a manner that is consistent with and supportive of the mission and purpose of school. An employee's behavior must not violate the faith, morals, or laws of the Church or the Archdiocese, so as to embarrass the school or give rise to scandal. It is preferred that all employees be active, participating members of a faith community.

**Compensation and Benefits:**

This is a 12-month, full-time position. Salary and Benefits are indicated on Confirmation of Terms and Conditions of Employment and based on experience.

**Application Guidelines:**

For consideration, please submit your cover letter and resume as one PDF to [ryarusso@hill-murray.org](mailto:ryarusso@hill-murray.org).