Opportunity for Employment

Technology Support Specialist
Non-exempt, full time with benefits
Mid May 2021

Our Mission
Bertschi School educates children to become compassionate, confident, and creative learners in a global community.

Our Values
Our community values integrity, inclusiveness, respect, diversity, and a commitment to sustainability.

Our Pedagogy
Bertschi School believes that students learn best when they are
- safe and known in an inclusive community that values diverse perspectives
- supported in developing social-emotional skills
- provided academic choice and challenge at their "just right level"
- engaged in meaningful work
- encouraged to problem solve through inquiry, trial, and error
- empowered to take risks and make change
- given opportunities to collaborate and dialogue with a diverse group of learners

Our Diversity, Equity, and Inclusion Statement
Bertschi School values diversity and believes engaging our differences makes us better and stronger. We welcome and honor the unique contributions of people from all racial, ethnic, religious and socioeconomic backgrounds, gender identities, learning styles, physical abilities, and sexual orientations. Our commitment to equity drives us to be inclusive and diverse in all areas of our school.

Our School
Bertschi School, founded in 1975, is a Washington State approved elementary school. We are a member of the National Association of Independent Schools (NAIS) and the Northwest Association of Independent Schools (NWAIS). The school serves children from pre-kindergarten through grade five. Bertschi School is an exciting environment for professionals who like to be part of a dynamic team and who thrive on the challenges and rewards of working with an active community. The staff enjoys a salary and benefit package in line with other independent private schools in the Northwest.

Position Summary
The primary role of the Technology Support Specialist is to provide technical support for faculty, administrative staff, and students. The Technology Support Specialist maintains classroom hardware and software, provides user access to network services, and provides technology-related administrative assistance. End-user support is a vital role in the function of the school and involves many areas of responsibility. The Technology Support Specialist reports directly to the Director of Technology.

Primary Responsibilities
END-USER SUPPORT – FACULTY/STAFF AND STUDENTS
- Provide primarily Mac-based technical support to 300+ faculty, support staff, and administrative staff as well as students in a classroom setting. This support also extends to students attending school remotely from home.
- Provide technical assistance in collaboration with the Technology Team regarding computer lab hardware and software, student access to files, and all other related technology issues.

Updated 2-2-21
● Manage student & teacher account creation and maintenance for various educational platforms (TypingAgent, BrainPoP, SRI, Savaas, etc.)

WORKSTATION AND EQUIPMENT SUPPORT
● Set up and maintain all workstation hardware in classrooms, computer lab, faculty areas, and administrative offices. Perform annual cleaning and upgrades of equipment.
● Install and update system-level software, user applications, virus protection software, and utilities to maintain the stability, performance, and integrity of all workstations.
● Maintain all printers and keep stock of printer consumables.

NETWORK SYSTEMS
● Provide user-level network services including assigning accounts and passwords, setting permissions, and assisting faculty/staff and students (users) with network access and use of network-based applications.
● Set up and maintain student file server to support student logins. Document setup and maintain login and password records.
● Set up and maintain student Macbook and iPad deployment services
● Set up and operate technology equipment for meetings, school functions, or class-related activities, including some evening meetings and events.

OTHER DUTIES
● Be an active member of the Technology Team.
● Pursue professional development through technology-related classes, seminars, conferences, and publications. Follow industry trends to maintain flexibility in network and platform changes.
● Attend regular staff and other meetings as requested.
● Perform other duties as requested by the Head of School and the Leadership Team.

Secondary Responsibilities
● Comply with all software licensing restrictions and equipment licensing requirements.
● Support technology purchasing with budget tracking and reporting.
● Create video tutorials for faculty and staff when necessary to introduce new or updated systems.
● Maintain warranty, purchase, and inventory records and support documentation.
● Maintain AV equipment including electronic whiteboards, projectors, document cameras, digital photo, and video cameras, sound equipment, and other related hardware.
● Assist with server and network hardware and software upgrades and maintenance including wireless networking equipment.
● Assist as needed to maintain a secure network and backups.

Collaborative Responsibilities
● Provide training for faculty and staff in use of network, server access, and general workstation and printer use. Provide how-to documents to faculty/staff for quick reference to frequently asked questions.
● Work in collaboration with the Tech Team to promote a community culture that supports the safe and responsible use of technology. Increase staff awareness surrounding the best practices of digital citizenship.
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- In collaboration with the Tech Team, assist users in evaluating technology needs and planning for future projects.
- In collaboration with the Tech Team, assist with specialized networked software for reference software, online mathematics, typing, and assessment tools.
- In collaboration with the Tech Team assist in determining need, evaluate, and purchase equipment and software at most competitive prices. Plan upgrades and replacements for budgeting purposes.
- Identify and coordinate, with the Technology Team, training and support for continued learning opportunities in technology.

Desired Skills & Qualifications
- Three to five years of experience in technology support in a corporate or school setting, preferably in an academic environment.
- Broad experience with Apple computer products with current experience with Mac OS X, Mac OS X Server, and iOS devices and apps. High-level experience and depth of knowledge of Apple client software deployment and licensing.
- Expertise in Apple desktop apps, Google G-Suite, MS Windows OS, MS Office 365, Adobe CS software, and SMARTBoard applications.
- Proficiency in Apple School Manager, and G Suite for Education a plus.
- Excellent problem-solving skills and an ability to manage multiple concurrent projects.
- Strong interpersonal, verbal, and communication skills with an ability to work well under pressure.
- Comfortable working with children in classroom settings and occasionally one-on-one.
- Experience working with diverse student and family populations
- Ability to keep information secure and in the strictest of confidence.

Work Hours: Full Time, Monday through Friday, 7:30 am to 4:00 pm with occasional evening work for events and meetings.

Application Process:
No phone calls will be accepted. Interested candidates are invited to complete the Bertschi application form and submit a cover letter and resume to
Technology Support Specialist Search employment@bertschi.org

For more information about Bertschi School, visit our website at www.bertschi.org

Bertschi School is an equal opportunity employer seeking a more culturally diverse workplace. Bertschi School does not discriminate on the basis of race, color, creed, national or ethnic origin, socio-economic status, gender, sexual orientation, or disability.

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