Job Posting
Help Desk/Tech Support Technician

Department: Information Technology   Posting Dates: 1/26-2/24/2017

Reports to: Chief Information Officer   FLSA: Non-exempt

Hathaway Brown School has an immediate opening for a full-time Help Desk /Tech Support Technician. The Help Desk/Tech Support Technician will provide Level I technical support for the Hathaway Brown School community and will require flexibility in his or her schedule to support occasional after school and weekend events.

Responsibilities include, but are not limited to:
- Serve as a responsible member of the Tech Support office by answering the help desk phone and helping walk-ins
- Manage the HB help desk system in support of the HB community in a BYOD and school-owned environment
- Maintain timely and accurate help desk records to end user training needs;,identify patterns, and systemic problems
- Supervise Genius Bar student volunteers during Genius Bar hours and during school breaks (winter, spring, summer)
- Responsible for all phases of managing desktops and laptops such as, but not limited to, the creation of an image, deployment, and ongoing maintenance using an array of tools such as an MDM solution
- Organize the annual refresh cycle (clean-up, upgrade, roll-out) for all 1:1 grades
- Document internal and end-user procedures
- Report to the CIO and Director of Network Technology from a support and infrastructure perspective as to the progress and needs of the programs
- Use the help desk system to update the status and histories of assigned tickets in a timely manner and prepare daily, weekly and monthly reports as required
- Perform a wide variety of tasks and change focus quickly as demands change
- Recommend methods and solutions for higher quality and efficiency
- With other members of the IT Department, prioritize and manage many open cases at one time
- Maintain excellent communications with members of the technology department and all client/end users
- As an engaged member of the HB community, additional opportunities could include….
  - Robotics / programming mentor, computer programming/coding teacher, athletics team coach, international or local field trips chaperone, Upper School mentor, club advisor, etc.

Experience and Training:
- Experience providing desktop technical support to end users in an academic and/or business environment
- MCP or MCTS, A+ certification favored, but not required
- Experience with Microsoft SCCM/WSUS, WDS and SCCM 2012, Windows Deployment Services
- Knowledge of Windows 7 Operating System, the OSX Operating Systems and the Office Suite
- Knowledge of Windows Server and VMWare environments
- Knowledge of Active Directory, Microsoft Exchange, GroupPolicy
- Experience in a school environment preferred
- Excellent PC and Mac troubleshooting skills
- Tenacity and a desire to solve complex problems
- Strong skills and understanding of Microsoft Office applications
- Solid skills and understanding of other common business and educational applications
- Strong understanding of network topology and of network configuration at the desktop level
- Excellent listening and communication skills
- Excellent web research skills

Hours: Primarily Monday-Friday 7:30 am to 4:00 pm. Availability for after-hours work, on-call rotations and occasional weekend projects when requested or required. The expectation is that you commit the necessary time to get the job and projects done efficiently and in a timely manner.

Hathaway Brown School has a rich 141-year history of educating and empowering girls. As Ohio's oldest continually operating college-preparatory for girls, HB has earned a reputation for academic excellence and innovation in the region and around the country. Home of the signature Institute for 21st Century Education, HB has long been devoted to a fusion of cutting-edge curriculum and experiential learning. Our 873 students and 225 faculty and staff come to Hathaway Brown from 89 different communities in Northeast Ohio, and enjoy our stunning 16-acre campus in Shaker Heights, Ohio – just minutes from the cultural attractions of downtown Cleveland.

Salary for this position will be competitive regionally for independent schools. Interested candidates should send a resume with cover letter and 3 professional references to hrstaffing-tech@hb.edu or mail to:

Hathaway Brown School, Attn: HR, ID #HD12617
19600 North Park Boulevard, Shaker Heights, Ohio 44122