**Help Desk Technician**

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| Department:  Technology |
| Reports to:  Director of Technology  Regular Hours:  Monday-Friday 8:00 am to 4:00 pm |

Old Trail School has an immediate opening for a full-time Help Desk Technician to perform as an integral part of the Technology Department team.  As the first line of support, the Help Desk Technician will provide technical support and troubleshooting services to the Old Trail School community.

**Expectations and Responsibilities included, but are not limited to:**

* Perform as first line of support for over 650 end-user technology devices.
* Perform as primary Help Desk, supporting walk-ins and phone requests.
* Provide accurate and professional resolution on all technical issues and problems.
* Maintain timely and accurate documentation of all problems and actions taken including the the use of our helpdesk ticketing system and shared G Suite and OneDrive Documents.
* Manage 1:1 annual hardware cycle for all students and cleanup of graduating student devices.
* Maintain hardware asset database.
* Educate and assist staff and students in the use of technology via phone, email, and in person.
* Assist in installation of audio and video equipment and cabling desirable.
* Serve as a responsible member of the Technology Department.
* Serve as primary contact for managed print services.
* Maintain confidentiality at all levels.
* Expected to keep abreast of new technologies.
* Availability for after-hours work and occasional weekend projects.
* Other duties as assigned

**Knowledge Skills and Abilities:**

* Strong technical and troubleshooting skill, displaying a tenacity to solve complex problems.
* Experience supporting G Suite and Microsoft Office applications.
* Experience supporting Cloud storage technologies G Suite and OneDrive.
* Ability to quickly diagnose and troubleshoot technical problems.
* Candidate must be able to build and maintain a diagnostic tool kit..
* Experience supporting Windows, iOS and Chrome operating systems.
* Ability to perform basic hardware repair and upgrade to Windows, iOS and Chrome devices.
* Experience with networking, including Active Directory and wireless networking at the user device level.
* Chrome management console experience a bonus.
* Ability to lift and move equipment weighing 50 lbs.
* Ability to perform a wide variety of tasks and to change focus according to demand.
* Strong customer service and interpersonal skills.
* Excellent web research skills.
* Excellent listening and communications skills.
* Degree or completed certification in Information Technologies
* If not previously held, willingness to attain A+ certification through self study.
* Experience with audio and video equipment installation and cabling desirable.
* Experience with SCCM, WSUS, WDS imaging software desirable.

Please email your resume with a cover letter to [swinfrey@oldtrail.org](mailto:swinfrey@oldtrail.org)