



## **STAFF JOB DESCRIPTION**

**Position/Title:** Technology Support Coordinator  
**Reports To:** Director of Technology & Library Services

Laurel School is seeking talented staff who want to join an environment where our students are first and staff strive to make a difference in their lives. We seek to attract culturally and academically diverse staff who thrive on being engaged participants in our academic community. The most successful candidates see opportunities before problems and can laugh at themselves while succeeding in a fast-paced, forward-thinking educational environment. Laurel lives its mission: to inspire each girl to fulfill her promise and to better the world. We continually challenge our community to dream, dare, and do.

### **Position Summary:**

The Technology Support Coordinator works closely with faculty, staff, and students to support a technology-oriented curriculum. S/He actively works to promote a successful and reliable technology experience for all stakeholders. A positive attitude and the ability to adapt to changing educational and technological needs by actively seeking professional growth and development is an ongoing expectation. Strong knowledge of current technology practices, policies, and procedures and a desire to learn new aspects of technology support are necessary. Experience in a customer service-oriented environment managing and troubleshooting hardware, software, networking, and printing issues are essential.

As the first point of contact for IT support, this position demands excellent intrapersonal, organizational, and time management skills as well as an ability to communicate effectively with users who have varying degrees of comfort using technology. This individual must also be willing to learn new platforms and technologies that may be adopted by the School. Although the Technology Support Coordinator reports to the Director of Technology & Library Services, the Department functions as a team; thus, flexibility and a willingness to cross train and tackle shared responsibilities are essential qualifications. Experience in an academic environment and working with youth is preferred.

### **Duties and responsibilities include:**

#### **Customer Service:**

- Serve as the first point of contact for IT support in a Level 1/2 Help Desk role.
- Repair hardware and serve as the primary break/fix contact.
- Shift between rapidly changing priorities in a fast-paced environment.
- Be an ambassador for the Technology & Library Services Department and Laurel School.
- Maintain positive relationships between the Technology Department and extra-departmental entities.
- Actively seek creative solutions to existing and anticipated problems.
- Respond to and resolve help desk requests in person, by telephone, or via remote support.
- Prioritize service requests and projects to minimize end user work interruption.
- Maintain timely and accurate help desk records using a ticketing system.
- Make effective use of help desk request reports to identify patterns, systemic problems, and end user training needs to help improve service and support.
- Communicate weekly help desk request trends to the Director of Technology & Library Services.
- Collaborate with community members regarding potential technology needs, and provide group and one-on-one training tutorials upon request.

- Develop and lead professional development opportunities for faculty and staff.
- Demonstrate capacity to be collaborative, self-directed, flexible, and organized.
- Work independently without significant oversight from manager.

#### Instructional Technology:

- Create, develop, and lead a student Jr. Tech Support Team.
- Adapt to rapidly shifting priorities in both technology and education.
- Assist in providing technical curriculum assistance regarding hardware usage, software applications, computer technology, and the general instructional use of technology in the classroom.
- Support faculty in the use of learning management systems, student information systems, and other essential school software.
- Willingness to experiment with innovative practices in an educational environment.
- Manage 700+ mobile devices such as laptops (macOS and Windows), iPads, and Chromebooks.
- Troubleshoot and resolve hardware, software, printing, network, phone, and A/V problems.

#### Administrative Technology:

- Create documentation for intra- and extra-departmental processes and communication.
- Install, configure, and maintain software, hardware, and other technology components.
- Perform preventative maintenance on technology equipment.
- Communicate and coordinate with external service providers.
- Maintain accurate inventory records for all technology assets using inventory management systems.
- Maintain orderly and secure storage and work areas.
- Strong desire to master new technologies and evaluate their effectiveness.
- Provide A/V setup and support for events, sometimes outside of normal school hours.
- Undertake special projects as assigned by the Director of Technology & Library Services.
- Maintain at least one current technical certification (e.g., Apple, CompTIA, Windows).
- Manage the phone system and coordinate with external managed support providers.
- Support printers and copiers and coordinate with external managed support providers as needed.
- Create door access badges and maintain door security groups.
- Other projects, duties, and tasks as assigned.

#### Required Qualifications:

- Bachelor's degree in computer science, information systems, a related field, or equivalent experience.
- Three to five years' experience in a mixed platform environment including but not limited to: Microsoft Windows, Apple macOS, and other instructional technology hardware and software. Network support, Student Information System (Blackbaud & Whipple Hill), Audio/Visual, LMS (PowerSchool) and telephone system experience desired.
- Experience in a school environment and a keen understanding of a school's needs.
- Apple certification or the ability to attain such certification.
- Experience with Google Apps.
- Must be able to configure, diagnose, and repair Macs, PCs, and peripherals (such as printers and scanners).
- Must be generally familiar with, and able to perform basic configuration, maintenance, and troubleshooting on telephone systems and voice mail systems, such as Mitel.

#### Physical Requirements:

- Lift up to 30 lbs. of technology equipment.
- Crawl under or around furniture, and climb ladders and reach to install and repair computer, network, and A/V equipment.

**Salary:**

Laurel offers competitive compensation and a comprehensive benefits package.

**To Apply:**

Interested candidates are encouraged to review Laurel's curricular philosophy at [www.laurelschool.org](http://www.laurelschool.org). To apply for the position, please send the following to the address below:

- Cover letter reflecting why Laurel may be the best community for you and/or information on how you could further the goal of a culturally or academically diverse environment
- Current resume
- Completed application (see website)

**No Phone Inquiries Please**

Technology Support Coordinator  
Attn: HR, Miriah Seckel  
Laurel School  
One Lyman Circle  
Shaker Heights, OH 44122

Please see [www.laurelschool.org](http://www.laurelschool.org) for further information and a job application.

*Laurel School is dedicated to providing equal employment opportunities to all personnel and applicants for employment without regard to race; color; religion; sex; national origin; handicap or disability; sexual orientation; or status as a veteran, Vietnam era, or special disabled veteran.*

**Work Environment:**

Laurel School is a dynamic, forward-thinking, K-12 girls' school, with a co-ed pre-primary division where every child is well known.

Laurel enjoys an outstanding local and national reputation and is home to the Laurel Center for Research on Girls. In a highly competitive school landscape, Laurel is fortunate to be a school of choice in Cleveland. Our emphasis on the whole child and our legacy of excellence in the teaching of girls set us apart. Located in Shaker Heights, OH (15 minutes from downtown Cleveland) with an additional rural campus 17 minutes away, the school has an urban/rural advantage. The work environment is noted for being family-friendly and flexible. The feeling in the school is joyous, collaborative, and innovative. Our curricular philosophy emphasizes community-based, interdisciplinary and experiential learning. Collaboration and reflective practice are key to pedagogy at Laurel. The school is fully committed to a culturally diverse faculty and student body.