



CANTERBURY SCHOOL

Technology Support Technician

9/3/2021

Reporting to the Director of Technology, this 12-month position works with the Director of Technology to support, maintain, install, upgrade, replace, and troubleshoot areas related to campus technology.

RESPONSIBILITIES INCLUDE:

- In association with the Director of Technology, unbox, configure, set up, and diagnose technology related equipment. Maintain equipment inventory.
- Perform basic hardware and software troubleshooting and assist with routine moves and changes.
- Utilize management tools such as AD, Netbox, Kandji, Fortinac and Google Admin to manage campus devices and accounts.
- Maintain cabling, cleanliness and cooling of IT related wiring closets.
- Load application software as necessary.
- Track and update open Mojo tickets.
- Perform installation and maintenance of campus A/V, telecom, video and data wiring as assigned by the Director of Technology
- When feasible assist the Maintenance Department with low voltage cabling unrelated to the technology department (i.e. alarm wire, cable TV)
- Recommend improvements to A/V, Video, Telco and Data systems.
- Provide audio-visual support, as needed for speakers/presentations in conjunction with other Technology Team members.
- Other duties as assigned by the Director of Technology

CANDIDATE REQUIREMENTS:

- Experience with the termination of CAT 6 and newer cabling requirements and specifications
- Experience with Fiber cabling requirements and specifications
- Experience with various Audio/Visual equipment installation and maintenance procedures including projectors, audio systems, video equipment, and TV systems
- Experience providing level 1 computer support services for hardware and software in use on campus
- Knowledge of a variety of operating systems. (Mac / Windows / Chrome)
- Excellent decision making and problem-solving skills. Ability to work independently.

- Excellent interpersonal skills
- Strong organizational skills with emphasis on detail and follow-up
- Certificate, degree or equivalent experience

WORK ENVIRONMENT:

Work is performed in an office / campus environment. A technology technician typically has extensive experience working in an environment using diverse technology. A typical day for a technology technician involves managing tasks via a ticketing system, via phone or email, identifying core problems, and solving them. Work pressure from deadlines and daily interruptions of work flow are expected and occur on a regular basis. While work is typically conducted during weekday hours, it is expected some night and weekend work will be required.

PHYSICAL REQUIREMENTS:

Light to moderate physical effort is required. Carrying computers, monitors or AV equipment is necessary but assistance is available. The use of ladders to access wiring, projectors, cameras, access points, etc is necessary.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge is required to read and interpret documentation, facilitate tech team discussions and analyze situations to draw conclusions.
- Skill in communicating effectively in oral and written form.
- Skill in project management and independent problem solving.
- Ability to communicate technical information in a clear and understandable manner.
- Ability to work independently and prioritize tasks.
- Ability to utilize computer technology for communication, data gathering and reporting activities.

EXPECTATIONS:

- Maintains confidentiality in all matters of Canterbury School.
- Maintain a positive attitude that supports the Canterbury School Mission.
- Maintain a positive and supportive relationship with all people in the workplace.
- Be supportive of and follow through on tasks and expectations from the Director of Technology.
- Be responsible for acceptable personal attendance and punctuality.
- Accept responsibility for the identified job description and continually strive to perform work of the highest quality.
- Responsible for adhering to Canterbury School policies.

MINIMUM QUALIFICATIONS:

Bachelor's degree in a related field. Relevant experience may substitute for the degree requirement on a year-for-year basis. Two years of professional-level experience working in technology or a similar field.