



Prestonwood Christian Academy

Job Description

Position: **Technical Services Specialist**

Reports to: **Senior Director of Technology**

Classification: **Salaried, Non-Exempt**

Mission: To assist Christian parents by helping equip students to embrace Biblical truths, strive for academic excellence, and model Christ-like leadership to impact their homes, churches, and communities for Christ.

Employee Profile:

Spiritually, the employee shall possess characteristics that reflect:

- Acceptance without reservation of the PCA doctrinal beliefs
- A strong clear Christian testimony
- A mature, godly spirit
- A person of faith and prayer

Personally, the employee's life shall reflect:

- A lifestyle of biblical integrity
- A spirit of dedication, commitment, flexibility, and responsiveness
- The ability to listen and respond to counsel

Primary Purpose

Provide technical expertise at the campus level by supporting Apple devices, printers and other classroom technologies. Represent the Technology Department by providing excellent customer service to all students and staff members. Collaborate and support members of the technical team to resolve issues and provide outstanding support to all stakeholders.

Specialized Knowledge/Skills:

- Knowledge and experience in K-12 education
- Expertise using and troubleshooting Apple devices
- Experience supporting and managing iPads
- Experience supporting MacOS
- Experience and understanding of Mobile Device Management Systems
- Experience and understanding of classroom projection systems
- Experience and understanding of networked printers
- Experience using Windows 10 and supporting personal computers

General Duties and Responsibilities:

- Troubleshoot hardware, software and connectivity issues
- Perform preventative maintenance to maintain optimal system performance
- Serve as a resource to administrators, teachers and staff
- Work directly with students on resolving technical issues
- Collaborate with vendors for software and hardware installations, troubleshooting, administration, and maintenance
- Utilize the workorder system and complete tickets in a timely manner
- Prepare written and oral reports as required
- Maintain inventory of computer equipment and peripherals
- Maintain knowledge of current trends in technology
- Perform related duties as assigned
- Comply with policies established by federal, state law and local policy

Experience:

- Minimum of 3 years of relevant technical experience or equivalent

Qualifications

- Degree, some college preferred or technical certifications
- Ability to communicate effectively and work as a team
- Critical problem-solving skills and attention to detail
- Strong organization, multi-tasking, and time management skills
- High level of confidentiality
- Communicate effectively in English with end-users (faculty, staff, students), vendors and help desk technicians, using oral and written forms, providing a positive customer support experience
- Ability to apply common sense understanding and a detail-oriented approach to carry out instructions furnished in written or oral forms with a high degree of accuracy
- Competent with productivity software including word processing, spreadsheet, presentations and Internet functions
- Prestonwood Baptist Church member preferred.

Physical Requirements and Work Environment:

- Regularly standing and walking around the campuses testing systems and talking with staff
- Regularly sitting at a computer requiring repetitive finger motion and manual dexterity
- Close visual acuity required for viewing a computer monitor, preparing and analyzing data and figures, transcribing and reading
- Hearing – ability to perceive sounds at normal speaking levels
- Talking – expressing ideas by means of the spoken word to convey instructions to staff, parents and students
- Ability to communicate effectively, even in stressful situations
- Periodically required to bend, reach, push and pull objects for various reasons
- Occasional lifting of 10-20 pounds
- Subject to frequent interruptions