



STAFF PERSONNEL POSITION DESCRIPTION

Position: Technology Support Specialist
Employment Schedule: 12 Month PT
Evaluation: Annual
Reports to: Technology Director
Supervises: none
Compensation: per experience

Position Purpose:

The Technology Support Specialist helps support the computer and related IT needs of the school for both staff and students.

Essential Duties and Responsibilities:

- Help teachers and staff with technology support issues including:
 - PC Hardware
 - Software
 - Smartboards
 - Other assigned devices
- Help students with technology support issues and repairs.
- Support students/staff printer systems.
- Assist in upgrades, new system installations, and documentation updates.
- Update software on students/staff devices as needed during the school year.
- Research/Investigate new procedures or processes and evaluate future systems.
- Any other projects assigned by the Technology Director or Administration.

Spiritual Qualifications

- A clear Christian testimony of salvation, a mature godly spirit, and a lifestyle of biblical integrity.
- Accept & support Elkhart Christian Academy's Statement of Faith, Vision, Mission, and Values.

Position Qualifications:

- Associates or Bachelor's Degree in Information Technology or related field.
- Work experience within an Informational Technology (IT) field, preferred in school environment.
- Working knowledge of Microsoft products including Office 365, TEAMS, Windows 10/11, Active Directory, and print services.
- Working knowledge of Meraki Networking products including Meraki firewalls, switches and wireless.
- Self-directed and self-motivated.
- Ability to problem solve.
- Relate and work effectively with the technology team, students, faculty, and staff.
- Strong written and verbal communication skills.

Physical Demands:

- Must be able to sit and/or stand for long periods of time.
- Must be able to bend, stoop, kneel or crouch.
- Ability to climb a step ladder.
- Must be able to lift items of 30 lbs. regularly/50 lbs. occasionally.