Technical Support Specialist
Fredericksburg Christian School

The technology department at Fredericksburg Christian School supports teachers, staff, and students in the use of technology for teaching, learning, and administration. Activities also include deployment, configuration, and maintenance of equipment and infrastructure as well as direct instruction of students and coaching of - and co-teaching with - teachers.

General Description & Qualifications

The Technical Support Specialist has primary responsibility for the ticketing system, including initial response, troubleshooting, and ticket routing. They also share responsibility for upkeep & organization of technology inventory & systems and will be expected to assist with deployment and installation of equipment and services. The Technical Support Specialist reports to the Director of Technology and works closely with the instructional technology staff and end users.

As a staff member at Fredericksburg Christian School, the candidate should:

- Be a committed Christian with a close personal walk with the Lord.
- Be a member of and regularly attend an evangelical church.
- Be committed to living a biblical lifestyle.
- If married, have a solid commitment based on Mark 10:9 and have a positive marital relationship.
- Be committed to resolving conflicts according to the Matthew 18 principle.
- Demonstrate a strong commitment to Christian education.

The Technical Support Specialist should:

- Possess a servant spirit.
- Learn the needs of - and build rapport with - faculty, staff, and students.
- Communicate clearly, simply, and sensitively with faculty, staff, students, and parents.
- Learn existing workflows, policies, and procedures related to technology at FCS, and be willing and able to effectively communicate them to faculty, staff and students.
- Be organized and detail oriented.
- Be comfortable handling ongoing tasks while responding to urgent needs.
- Be comfortable working as part of a team, collaborating on tasks with other team members and filling in where necessary.
- Have experience with various types of technologies, including:
    - a working knowledge of the Windows and iOS operating systems
    - a working knowledge of productivity and collaboration software such as Google Docs/Drive and Microsoft Office.
    - Familiarity with management, inventory, & records systems, such as mobile device management systems and student information systems.
- Be willing and eager to quickly learn new technologies or expand expertise in known ones.
- Be adaptable and quick to troubleshoot issues interfering with the learning environment.
- Be able to lift 60lbs.

Responsibilities of the Technology Support Specialist

The Technical Support Specialist at FCS is a first-tier technical support position with added responsibilities related to maintaining technology systems and keeping things organized. Duties will generally fall into three broad areas, although other activities may be assigned as necessary.

Responding to and organizing initial reports of trouble related to technology use, such as:

- Troubleshooting problems with iPads, Windows workstations, smartboards, displays, printers, applications, web services, etc.
- Identifying and learning to solve common issues and suggesting or creating solution documents where appropriate
- Providing light user training on basic items as part of problem solving
- Routing more complex problems to the appropriate staff member and following up or gathering more information where necessary.

Maintaining and tracking technology systems and inventory such as:

- Monitoring and updating the JAMF iPad management system including device, class, and app records
- Creating, updating, and disabling accounts in various systems such as Windows/Azure Active Directory, G-Suite for Education, FACTS SIS, etc.
- Updating & maintaining an asset inventory
- Creating data files for information transfer between systems
- Managing iPad inventories, including repair and exchange as well as maintenance of spare devices.
- Preparing for and assisting with student iPad rollouts and collections.

Assisting in the deployment of new equipment and services such as:

- Preparing & deploying windows desktops and laptops, iPads, and Chromebooks.
- Installation of classroom AV equipment

For more information, please contact the school office at 540.373.5355 or email Brian King at bking@gofcs.org.