



IT Systems Technician

Rockwern Academy is seeking a skilled and motivated IT Systems Technician to join our team and administer the operation of our technology infrastructure. This position will start in June, 2024.

Who are we?

Rockwern Academy is a pluralistic Jewish day school. Our mission is to expand minds, celebrate Judaism, nurture community, and commit to building a better world. An exceptional student-teacher ratio allows us to value each student as a true individual, discovering what gives them their inner spark. The school serves toddlers through eighth graders.

Knowledge of Judaism is not required, and candidates of all backgrounds are encouraged to apply. [Apply here](#)

Objective

To provide support and management for school-wide technology. This individual will support innovative instructional practices amongst the faculty and work with all departments to promote the thoughtful evolution and integration of technology. The successful candidate will possess the technological expertise to provide various levels of technology support, from helping users with simple problems to being a thought partner to school leadership on long-term strategy around the use of technology.

Reporting Relationship

The position is responsible to the Head of School.

Responsibilities

Technical Support

- Provide first-line technical support to teachers, staff, and students for hardware, software, and network-related issues
- Troubleshoot and resolve problems with computers, printers, interactive whiteboards, and other technology devices

System Administration

- Administer and maintain the school's IT infrastructure and devices, including user accounts, security groups, and permissions
- Manage the software services for lobby security, emergency notification, student information (SIS), and sync to curricular content

- Manage system backups, ensuring data integrity, and availability
- Manage IT contracts and budgets, and provide research and insights into where changes may be needed

Network Coordination

- Coordinate with the school's Managed Network Provider (MNP) to support network infrastructure, including wired and wireless components
- Collaborate with the MNP to optimize network performance and address connectivity issues for devices

Hardware and Software Deployment

- Administer the deployment, configuration, maintenance, and security of computers, laptops, Chromebooks, iPads, digital whiteboards, and other school-owned devices
- Install and update software applications, ensuring compatibility, security, and compliance with licensing agreements

User Training and Documentation

- Conduct training sessions for teachers and staff on effectively using technology resources
- Create and update documentation for common technical procedures and troubleshooting steps, always keeping an eye toward specific updates to functionality that could enhance operations and/or the user experience

Security and Compliance

- Implement and enforce security best practices to safeguard the school's digital assets
- Stay informed about relevant compliance regulations and ensure systems adhere to data privacy standards

Qualifications:

Education

- Associate or Bachelor's degree in Information Technology, Computer Science, or a related field is preferred.

Certification

- CompTIA A+ or equivalent is preferred
- Google IT Support Professional is preferred
- Microsoft Certified Technology Specialist is preferred

Experience

- Proven experience in technical support and systems administration, preferably in an educational setting
- Familiarity with Google, Microsoft, and Apple operating systems

Technical Skills

- Proficiency in troubleshooting hardware and software issues
- Knowledge of Active Directory, Group Policy, and network protocols
- Knowledge of Google Admin and Microsoft Admin
- Experience with system imaging and deployment tools

Communication and Collaboration

- Excellent communication skills with the ability to convey technical information to non-technical users
- Strong collaboration skills to work effectively with teachers, administrators, and IT colleagues

Customer Service Orientation

- A commitment to providing timely and effective technical support