



**Position: Technology Specialist**

Reports to: Director of Information Technology

**Position overview**

Dwight School seeks a Technology Specialist to join a dynamic, fast paced team of experienced IT professionals positioned to install, support and maintain a variety of diverse technical offerings at Dwight School's New York City campuses.

**Responsibilities of the position**

- Provide multi-channel support to the Dwight School community consisting of students, parents, faculty, staff and administrators and all school managed facilities
- Troubleshoots, resolves, or escalates hardware, software, network, phone, a/v, and printing problems
- Provides audio/visual setup support for school events and ongoing support for classroom a/v installations
- Maintains equipment checkout/inventory system, including Mac laptops, iPads, Chromebooks, peripherals, and accessories
- Deploys software and operating system images in a 1:1 mixed platform computing environment managed by Jamf Pro
- Offer general and personalized community training of services under management and prepare documentation to support them
- Actively participate in the continuous improvement of technical services offered by the technology team.

**Qualifications**

- Bachelor's Degree or higher with 3+ years experience in an academic IT setting.
- Detail oriented team player with strong communication, organizational and customer service skills to serve students, faculty and staff of all ages.
- Demonstrated understanding of TCP/IP networking & cross platform computer and mobile device troubleshooting.
- Candidates with an Apple ACMT, Jamf Pro (CCT, CCA, CCE) MCSE or CCNA certifications are preferred but not required.
- Advanced technical knowledge of Apple Computers and Mobile Devices and MacOS, iOS, Microsoft Windows Clients & Servers.
- Candidates should be able to lift 50 lbs and traverse multiple stories of stairs several times a day.

Interested candidates should submit cover letter and resume to [techspecialist@dwight.edu](mailto:techspecialist@dwight.edu)

*Dwight School's goal is to achieve and maintain equal employment opportunities. It is also the policy of Dwight School to maintain a work environment free from discrimination based on race, color, religious creed, national origin, gender, sexual orientation, age, disability, genetic information, veteran/military status, marital status or other status protected by federal or state law, with regards to any term or condition of employment.*