



COVENANT
CHRISTIAN ACADEMY

Technology Support Specialist (PT to FT)

Covenant Christian Academy is seeking a qualified professional for a part-time to full-time position as Technology Support Specialist for the 2020-2021 school year. The Technology Support Specialist is responsible for supporting all technology at our Peabody, MA campus housing 325 students and 50 staff members, with primary tasks being network oversight and troubleshooting, excellent end user support, and classroom technology support. Typical daily duties include (but are not limited to) desktop software troubleshooting, software installations and updates, troubleshooting wireless and wired network issues, managing user accounts, printing and scanning issues, and projector and smart board issues. This is a fantastic opportunity for a candidate with entry-level experience looking to gain experience in a larger environment.

Covenant Christian Academy is an Apple institution, using Apple devices for faculty, staff and school provided student technology (computer lab and laptop cart). A minimal number of Windows based machines are on site. Smartboard Technology is implemented in all Grammar School classrooms, and wi-fi enabled projectors are utilized in Upper School classrooms. The school utilizes RenWeb (SMS), G Suite (Google Classroom), networked printers and copiers and a VoIP phone system. Familiarity with these systems will be a requirement for employment.

Desired skills:

- Excellent interpersonal relations with an ability to communicate technical information and training to non-technical personnel. Willingness and patience to deliver high quality support services.
- Self-starter with strong problem solving and analytical skills
- Experience with Apple OS software and hardware issues including installation and troubleshooting
- Manage Group Policy and User Account creation, security, and auditing on multiple platforms (server, cloud-based email, G Suite, RenWeb, etc)
- Very proficient with internet-related applications such as e-mail clients and web browsers
- Ability to troubleshoot and remove viruses/malware from PCs
- Experience with the Google Suite, including but not limited to Google Docs, Google Sheets, Google Slides, Google Forms, and Google Classroom, and the ability to instruct faculty on usage.
- Ability to support use of technology for meetings and events
- Network administration experience - network hardware setup and maintenance, ability to follow and maintain technical documentation as it relates to network configuration, network mapping, and processes
- Basic understanding of and ability to administer/upgrade/troubleshoot DHCP, routers, switches, firewalls, networked printers and copiers, VOIP phones, smartphones, and physical security systems
- Recommends best practices and develops policies, regulations, and procedures related to technology use for both faculty / staff and students

Desired Skills continued...

- Ability to develop and maintains a network disaster recovery plan and backup procedures
- Experience troubleshooting and rectifying network or wi-fi performance problems
- Plans and implements staff development and training related to technology
- Researches and hires vendors as needed for additional technology support
- Understand configuring and troubleshooting mobile devices (Android, iOS)
- Develop, track, and manage the information technology annual operating budgets.
- Ability to think strategically and make recommendations about Covenant's long term investment strategy in technology
- Any relevant experience with teaching basic Computer Science and/or Robotics (VEX or Lego) should be also be noted in a candidate's application.

Qualified candidates will have a degree from an accredited four year college program in computer related sciences or equivalent with at least two years' experience working in a computer related field with increasing responsibility.

All candidates must be willing to sign CCA's Statement of Faith and Core Values and must maintain the highest Christian virtue and personal decorum, serving as a Christian role model and mentor both in and out of school, to students, parents, fellow faculty members and employees in judgment, dignity, respect, and Christian living.

Contract runs: late-August 2020 through June 2021

Compensation: Commensurate with experience

Interested candidates should submit a letter of interest, professional resume (showing no gaps in employment), and Christian faith statement to:

Andrea Bergstrom, Head of School
andrea.bergstrom@ccamail.org
Covenant Christian Academy
83 Pine St.
West Peabody, MA 01960

An application may be forwarded to you after we review your resume. Some applicants will enter the interview process after the application review. Professional references will be required.