



IT Help Desk Technician

Summary:

We are seeking a customer-focused and technically skilled IT Help Desk Technician to support students, teachers, and staff in a Christ-centered educational environment. This position plays a critical role in ensuring that technology effectively supports teaching and learning across our campus. The ideal candidate will have strong experience supporting macOS devices, Microsoft 365, and Google Workspace in a 1:1 device environment. This individual should possess excellent troubleshooting skills, a servant's heart, and a commitment to providing exceptional support to students and faculty while advancing the mission of Christian education.

Responsibilities:

End User Support:

- Provide first-line technical support to students, teachers, and staff.
- Troubleshoot and resolve hardware, software, network, printing, and account-related issues.
- Assist users in person, remotely, via phone, and through the school's help desk system.
- Deliver exceptional customer service while maintaining a positive and professional attitude.
- Escalate complex issues as needed and ensure timely resolution.

Device Management:

- Support and maintain a 1:1 student and faculty device program.
- Configure, deploy, maintain, and troubleshoot Mac computers and related peripherals.
- Manage device enrollment, updates, inventory, repairs, and lifecycle replacement processes.
- Coordinate warranty repairs and vendor support when necessary.

Microsoft 365 Administration:

- Support Microsoft 365 applications including Outlook, Teams, OneDrive, Word, Excel, PowerPoint, and SharePoint.
- Assist with user account management, licensing, permissions, and basic security administration.
- Troubleshoot email, authentication, and application issues.

Google Workspace Administration:

- Support Google Workspace applications including Gmail, Drive, Docs, Sheets, Slides, Meet, and Classroom.
- Assist with account management, permissions, groups, and organizational units.
- Support teachers and students in effectively using Google Workspace tools.

Classroom Technology Support:

- Support classroom technology including ViewSonic ViewBoards, printers, audio systems, document cameras, and related instructional technology.
- Assist teachers with educational software and instructional technology tools.
- Troubleshoot and resolve classroom technology issues quickly to minimize disruption to instruction.
- Assist with the installation, configuration, maintenance, and relocation of ViewSonic ViewBoards and other classroom technology equipment.

Documentation and Training:

- Maintain accurate documentation of systems, procedures, and technical solutions.
- Create user guides and knowledge base articles.
- Provide technology training and support to faculty, staff, and students as needed.

Security and Compliance:

- Follow established technology policies, security standards, and best practices.
- Assist with account security, password management, endpoint protection, and device compliance.
- Report and escalate security concerns appropriately.

Qualifications/Experience:

- Associate's degree in Information Technology, Computer Science, or related field, or equivalent work experience.
- Minimum of 3 years of IT Help Desk, Technical Support, or Systems Support experience.
- Strong experience supporting macOS devices in an educational or business environment.
- Strong working knowledge of Microsoft 365 administration and support.
- Strong working knowledge of Google Workspace administration and support.
- Experience supporting end users in a fast-paced environment.
- Knowledge of wireless networking, printers, and basic network troubleshooting.
- Affirm the Brentwood Academy Statement of Faith

Preferred Qualifications:

- Experience working in a K-12 Christian school environment.
- Experience supporting a 1:1 student device program.
- Experience with Mobile Device Management (MDM) platforms such as Jamf, Mosyle, Kandji, or Microsoft Intune.
- Experience with Google Admin Console and Microsoft Entra ID (Azure AD).

Skills/Abilities:

- Excellent verbal and written communication skills
- Strong organizational skills and attention to detail
- Ability to prioritize multiple tasks and work independently
- Christ-centered servant leadership
- Strong customer service orientation
- Technical troubleshooting and problem-solving
- Time management and organization
- Team collaboration
- Adaptability and continuous learning

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The majority of work will be performed in an office environment. The employee must be able to sit for extended periods while using a computer and keyboard and have sufficient mobility to move throughout the campus, including climbing stairs.

Characteristics of A Brentwood Academy Employee:

Brentwood Academy faculty and staff members are passionate learners and leaders. We exemplify Christ, see each student as unique and valuable, and intentionally occupy the intersection of our subject matter and how God has made us – body, mind, and spirit. Brentwood Academy implements well-planned student learning through a biblical worldview by employing a wide variety of instructional activities in response to students' varying needs and interests. We provide a rigorous curriculum and foster a deeply supportive academic environment for students to grow through developmentally appropriate learning experiences.