



# Pine Springs

PREPARATORY ACADEMY

## JOB DESCRIPTION

<b>TITLE</b>	Technology Support Specialist
<b>REPORTS TO</b>	Director of Technology
<b>JOB GOAL</b>	Pine Springs Preparatory Academy seeks a 10-month Technology Support Specialist (TSS). The TSS will support PSPA Technology's Information Services and Instructional Technology efforts as well as provide support for Google Workspace account management and Google Workspace for Education App integration. The ideal candidate will have prior experience in an educational environment and will have excellent database development, management, and organizational abilities with a working knowledge of genAI tools and end user cyber security best practices (email).
<b>ESSENTIAL JOB FUNCTIONS</b>	<ul style="list-style-type: none"><li>• Provide end-user technical support for the school's hardware and software (ChromeOS, Win10/11, MacOS) solutions.</li><li>• Manage, document, track and maintain accurate and timely information for technology support tickets and asset inventory.</li><li>• Provide Google Workspace and Google Apps in Education technical and instruction support.</li><li>• Provide technical support for classroom, office, and guest network connectivity, printing/copying, audio/video connections, etc.</li><li>• Provide guidance in end user cybersecurity and genAI best practices.</li><li>• Assist in technology project management requiring communication and coordination within the PSPA community.</li><li>• Complete all required administrative, operational, and professional development tasks and activities in a responsive manner with an emphasis on attention to detail and love of working in an educational environment.</li><li>• Performs other projects and duties as assigned.</li></ul>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"><li>• Broad technical knowledge of Win10/11, MacOS, and ChromeOS.</li><li>• Ability to support and troubleshoot technology related problems relating to student/staff devices, classroom AV needs, printing/copying, and basic network issues.</li><li>• Knowledge of Google Workspace, Google Apps in Education, and Wordpress API with the ability to instruct others. Excellent ability to create and manage spreadsheets and databases for inventory management, account management, and general technology related documentation.</li></ul>

	<ul style="list-style-type: none"> <li>• Ability to work independently with minimal supervision and as a team along with strong interpersonal, organizational, communication and planning skills.</li> <li>• Working knowledge or willingness to learn end user cybersecurity best practices as well as genAI tool use.</li> <li>• Previous experience and/or willingness to work in an educational workspace in support of our learners (K-8) as well as our faculty and staff while maintaining confidentiality and interacting with sensitivity and understanding.</li> <li>• Bachelor’s degree in educational technology, instructional technology, media/library science or a related degree preferred.</li> <li>• Three years of experience in information systems, consulting, and training, including experience dealing directly with a user community. A record of successful experience in more than one of the following areas: instructional technology, technology training, media coordination, information systems, technology consulting, and/or problem solving in an academic institution preferred. Certification in Google Workspace for Education, Google IT Support, CompTIA A+ or equivalent, etc. preferred but not necessary. <b>*Equivalency:</b> Directly related experience or a combination of directly related education and experience may be considered in place of the above requirements.</li> </ul>
<p><b>TERM OF EMPLOYMENT</b></p>	<p>Ten-month position.</p>
<p><b>COMPENSATION</b></p>	<p>Salary will be determined based on PSPA budget and experience. Pine Springs Preparatory Academy does not follow the NC salary schedule. PSPA does provide a 401K retirement plan.</p>
<p><b>ADDITIONAL DETAILS</b></p>	<p>Please provide the following:</p> <ul style="list-style-type: none"> <li>• A recent, up-to-date resume.</li> <li>• The names and contact information of three professional references with a reference letter; include his or her current supervisor as one of these references, but it is not mandatory.</li> <li>• You may submit a cover letter detailing the candidate’s educational philosophy and desire to join the team at Pine Springs Preparatory Academy. Be sure to highlight the talents you can provide to our students and school community.</li> </ul> <p>If Pine Springs Prep wishes to follow up with a candidate after review of application materials, the candidate will be contacted for an interview.</p> <p>Interested candidates should submit a letter of interest and resume to <a href="mailto:jtodd@pinespringsprep.org">jtodd@pinespringsprep.org</a></p>