



Annunciation Orthodox School Technology Support Specialist

Annunciation Orthodox School (AOS) seeks a customer-focused, detail-oriented individual with a strong technical aptitude for the position of Technology Support Specialist. The ideal candidate loves helping others use technology more effectively, solving technical problems, and learning new skills. AOS is a dynamic, collaborative work environment looking to add innovative ideas and approaches in service of our students.

Annunciation Orthodox School, as part of its mission, celebrates the diverse characteristics and individual qualities of those that comprise our community. In alignment with our mission, we actively seek to hire candidates of all faiths, races, ethnicities, and backgrounds.

Reports to: Director of Technology **Status:** Salaried/Exempt **Start Date:** Immediate Opening

Work Schedule: 12 month school schedule. Monday - Friday, 7:30 am - 4:00 pm; occasional evenings and weekends as needed.

Responsibilities:

- Work collaboratively as a member of the AOS IT team to support the educational mission of AOS teachers and staff
- Troubleshoot and resolve tech support requests for teachers and staff
- Configure, deploy, maintain, and support a variety of hardware and software, including PCs and other end-user devices, network servers, and cloud services
- Support technology and AV setups at school events
- Learn new software and hardware as necessary
- Perform and complete other IT duties and projects as assigned

Skills and Qualifications:

- Bachelor's Degree; computer science or information technology focus preferred
- Customer service skills with the ability and desire to see the "end user" perspective
- Ability to communicate technical issues and solutions with non-technical employees
- Ability to troubleshoot, problem solve, and learn new skills
- Experience with computer hardware support and service
- Experience with current computer operating systems and productivity software
- General knowledge of basic network design and functionality
- Must be physically able to lift desktop computer and peripherals

Technologies Supported:

The AOS IT department supports a wide variety of technologies. Experience with the items listed below is highly desirable.

- Hardware: Windows PCs, Chromebooks, iPads, interactive flat panels, printers, Cisco VOIP telephony, switches, AV and sound
- Software: MS Windows, Chrome OS, iOS, Google Suite, MS Office, Blackbaud Products, Adobe Products, MS Azure AD, MS Server, Active Directory, VMWare

Please provide the following information to this email address: [**resume@aoshouston.org**](mailto:resume@aoshouston.org)

- Cover letter tailored for this position
- Resume
- Contact information for at least three references