



MADEIRA

Technology Support Specialist/Network Administrator

The Madeira School is an independent boarding and day school that educates girls in grades 9-12. The scenic 376-acre campus is just 10 miles from Washington, DC. Enrolling 335 students from 21 states and 38 countries, Madeira holds itself to the vision of leading innovation in girls' education and the mission of launching women who change the world.

The Technology Support Specialist/Network Administrator provides technology support and system administration to the School's community, technology systems, and databases in an ever-evolving environment. This position is integral to the smooth operation of the teaching and learning mission. The Technology Support Specialist/Network Administrator must have a strong passion for new technologies, learning, growing, and providing exceptional customer service to a wide array of constituents.

Responsibilities

- Monitor and resolve helpdesk requests for faculty, staff, and students.
- Stay current with system information, changes, and updates
- Staying informed on current trends in technology
- Develop end user and internal documentation
- Train users in the use of software and hardware
- Setup, configure, and maintain devices following standard procedures
- Setup and maintain user accounts and mailboxes in an Active Directory and Microsoft 365 environment
- Ensure proper account and device onboarding/offboarding of faculty, staff, and students
- Assist in the Management and administration of Active Directory, database, and VOIP systems
- Assist in the security, maintenance, and monitoring of systems and infrastructure
- Support the school's AV environment
- Handle emergency support requests/calls after normal business hours and on weekends
- Support and act in accordance with the school's mission and values

Qualifications

- Four-year degree or equivalent experience within field is preferred. Minimum of 5 years' experience in a similar position. Previous experience in school environment preferred
- Experience with Blackbaud, Canvas, Mac and Windows operating systems, Microsoft 365; Cisco experience a plus
- Excellent communication skills (written and oral) and interpersonal skills
- Strong problem-solving skills, decision making, and research capabilities
- Ability to interact with technologically diverse populations and to provide exceptional customer service
- Highly organized with a detail-oriented approach to work

- Must be able to lift up to 50 lb., reach, bend, stoop, kneel and traverse a campus environment
- Position requires occasional weekend and/or evening work
- Be a practitioner of diversity, equity, and inclusion
- Uphold the School's professional standards including punctuality, courtesy and discretion
- Ability to set priorities, coordinate multiple projects, handle details, and work effectively under pressure, all with minimum supervision