



**DE LA SALLE HIGH SCHOOL
CONCORD, CALIFORNIA**

**POSITION SEARCH
IT Support Specialist**

De La Salle High School, established in 1965 and sponsored by the Brothers of the Christian Schools (De La Salle Christian Brothers), is a Lasallian Catholic college preparatory school for boys that provides a rich environment for spiritual, academic, and social growth. Its rigorous program of studies is complemented by an extensive array of co-curricular programs. The school's atmosphere is one which is moral, caring, and joyful. The school is located in the City of Concord, 25 miles east of San Francisco on a 20 acre campus characterized by beauty and openness.

The school seeks to appoint a full-time IT Support Specialist position who can help support the school's Lasallian Catholic mission by providing technical support services to students, Faculty, and Staff. The Technology Department is staffed by four team members and is staffed year round.

Job Summary

The IT Support Specialist provides direct support in critical areas of school desktop and systems. This person is responsible in the daily operational support of laptops, desktops, and peripheral devices, printer support and maintenance, and A/V systems. This person resolves tickets that are submitted in the help desk queue, helps document department inventories and policies, and assists the System Administrators with large-scale projects and service expansion.

Position Responsibilities

- Support a mixed Windows and Apple environment
- Provide first tier resolution/support, triage, documentation, and feedback for all users' interaction with the Help Desk. Notifies users of the work order number, status of work orders, and returns any messages left on the Help Desk voicemail within the allotted time specified.
- Communicate to System Administrators the status and operational tempo of current issues on a daily basis relating to open or unresolved tickets/issues.
- Maintain appropriate coverage of the Help Desk phone line in order to provide proper response to user needs and inquiries. Answers and logs all incoming Help Desk calls into the Help Desk tracking system.
- Primary responsibility is user support and customer service. Be present and visible at the Help Desk and available to users requiring technical assistance.

- Respond to questions from callers and walk-ins; remotely or in person assist students, staff, and faculty with technology problems throughout the campus; assist in person with technical issues in the computer labs.

Candidate Profile

Position candidates should minimally hold an A++ or be in the process of acquiring the certification. Relevant experience supporting a variety of subsystems in effective ways is desirable.

Interested? Capable? Eager?

If so, please send a cover letter and resume by e-mail to Margaret Silva, Director of Human Resources, at: silvam@dlshs.org.

Review of applicants will begin immediately and continue until the position is filled. Please visit the school website (www.dlshs.org) for more information about De La Salle.

De La Salle High School assures equal employment opportunity in all its employment policies and practices. These policies and practices are administered without regard to race, color, national origin, ancestry, age, gender, political affiliation, veteran status, service membership, sexual orientation, or mental or physical disabilities not affecting one's ability to perform the essential functions of one's job or any other category protected by law.