



Job Title: Tech Support

Reports to: Director of Finance & Operations (DFO)

Date: May 2023

About Brookwood School:

Brookwood is an Early Childhood through Grade 8 independent school of about 300 students located on a beautiful 30-acre wooded campus in Manchester, MA on the coast approximately 25 miles north of Boston. At Brookwood, kids come first—not the test, not trophies, not to-do lists. We know how kids learn best. Every day, we use our expertise to challenge kids intellectually and ensure they feel valued so that they can grow into their best selves. Our program focuses on building 21st century skills and graduating students of conscience, character, compassion, and cultural competence. Brookwood also offers a playful, collaborative work environment for 85 faculty and staff who go the extra mile to do what is best for kids.

Job Summary:

Brookwood School in Manchester, MA is looking for a full time Tech Support person to be responsible for the day-to-day support and maintenance of user computer systems for a 400 person Early Childhood through 8th Grade day school. The Tech Support position primarily provides support and troubleshooting for technical issues submitted by users as well as being responsible for installation, maintenance, and upgrading of hardware and software and the upkeep of a wide range of IT infrastructure systems. The position will work closely with staff and administrators to resolve problems and requires a strong willingness to listen and help our community with their technical issues.

Responsibilities:

- Serve as first point of contact providing technical assistance and support for all members of our community
- Perform troubleshooting to determine the best solution for issues in a primary user computer base of Macs, iPads, and Chromebooks
- Perform hardware and software installations, configurations, and updates as required
- Provide assistance with and train users on everyday tasks including correct use of software, computers, printers, copiers, and networked devices

- Be comfortable with and utilize a diverse array of management tools such as MDM, Print Server, help desk ticketing systems, content filtration, user security training, etc.
- Work in close cooperation with our Managed Service Provider to solve issues and effect changes in the system
- Be aware of current trends in computer and technology use and be able to identify and suggest potential improvements
- Create, update, and utilize system documentation and help desk tickets to provide for consistent response to technology issues
- Other duties as assigned

Requirements:

- Undergraduate degree in computer science or equivalent experience
- Working knowledge of Mac and Chromebook operating systems
- Excellent knowledge of computer systems, networks, servers, and their interactions
- Working knowledge of basic printer and copier use and simple maintenance
- Ability to diagnose and resolve basic technical issues
- Excellent attention to detail and proven ability to approach issues with a process-based troubleshooting mindset
- Well-developed sense of organization, discipline, and time-management skills
- Willing to learn new technologies, implement solutions, and train others in their use
- Ability to work well in a diverse school environment with a broad range of ages and technical proficiency
- Ability to forge and maintain excellent working relations
- Unquestionable integrity and proven ability to treat sensitive information with the utmost discretion
- Excellent communication skills, both verbal and written
- Strong customer service skills, including listening skills
- Proficiency in and commitment to antiracism, diversity, equity and inclusion

We strongly encourage applications from people of color, LGBTQ candidates or candidates from communities that are historically underrepresented in independent schools. We are committed to an inclusive school experience for all those who come to work at Brookwood.

To Apply:

Interested and qualified candidates should email a cover letter, résumé and list of five (at least three professional) references with contact information to Cathy Marrero (cmarrero@brookwood.edu).