



Fairfield College Preparatory School

A Jesuit, Catholic School of Excellence

Date: July 2024

Job Title: Technology Support Lead

Fairfield College Preparatory School is an all-boys Jesuit, Catholic high school of excellence located on the campus of Fairfield University for students in ninth through twelfth grade.

Fairfield Prep Mission Statement

Fairfield College Preparatory School is a Jesuit, Catholic School of excellence forming young men of intellectual competence, who possess the conscience to make wise decisions, a compassion for others, and a commitment to justice in our global society.

Fairfield Prep Vision Statement

Fairfield College Preparatory School strives to be a reflective community of faith, in which students revere their relationship with God and with one another. We are committed to graduating transformational leaders who will respond to global and ecological challenges in an interconnected world marked by profound change.

Division: Fairfield College Preparatory School

Department: Technology

Reports to: Director of Technology

Primary Purpose & Function: Primary point of contact for faculty, staff, and students for technology-related training and support. Leads the Helpdesk and coordinates technology for school events.

Education and Experience Requirements: 5+ years' experience in the IT field. Bachelor's Degree in Computer Science or a related field preferred. Experience in IT in a K-12 school setting preferred.

Essential Functions:

- Training and Professional Learning
 - Design and implement comprehensive technology training programs that cover various technology tools, software applications, and best practices in educational technology for the faculty and staff.
 - Create, post, and maintain up-to-date and easy-to-follow tutorials, training materials, guides, resources and documentation for internal use within the Technology Department and for the wider school community.
 - Collaborate with the Technology Department to identify training needs, develop strategies and provide ongoing training and support to Helpdesk team members to enhance their technical skills and improve service delivery.
 - Foster a culture of continuous learning and technology integration within the school community and solicit feedback from faculty and staff to assess training effectiveness and make improvements.
 - Stay informed about emerging technologies and trends in educational technology to keep training programs relevant and up to date.
- Support
 - Resolve all IT tickets as assigned by Director of Technology. These may include troubleshooting hardware and software on various platforms, including Windows, iOS, or MacOS.

- Provide second-level support for escalated tickets from other Technology staff.
- Maintain an appointment calendar in Calendly for students to make appointments and be available for walk-ins when not actively engaged on work for a ticket or event elsewhere.
- Maintain the event calendar for the department, keeping track of what technology will be needed at each event.
- With the other members of Helpdesk, rotate technology support duties at Fairfield Prep events, including those during school hours as well as those taking place nights and weekends.
- Create and maintain documentation for the Help Desk system and department shared drives.
- Systems Management
 - Perform or aid in the installation, implementation and maintenance of technology-based systems and infrastructure throughout Prep.
 - Maintain an accurate inventory of all devices and peripherals, and consistently organize all technology department inventory.
- Project Management
 - Execute all aspects of assigned special projects including determining its scope, developing procedures and documentation, implementation, training and maintenance.
- Professional Development
 - Continually engage in professional and skill development in pertinent areas of technology. This may involve self-instruction through video and web-based training as well as attending workshops, classes and/or conferences.

Performs such other duties, responsibilities, and activities as required by supervisor and as departmental/Fairfield Prep needs indicate.

This position is based at Fairfield College Preparatory School's Fairfield, CT campus and is not eligible for immigration assistance.

***Disclaimer**

The above information indicates the general nature and level of work performed by employees within this classification. It is not designed to contain, and should not be interpreted as containing, a comprehensive inventory of all duties, responsibilities, activities, and/or qualifications required or expected of employees assigned to this job. Duties, responsibilities, and activities may change and new ones may be assigned at any time, with or without notice.

Please [use this link](#) to apply for the position online.